DRAFT
CST User Guide

Table of Contents

How This User Guide is Organized

Quick References.

These step-by-step instructions quickly explain how to perform a task.

Survey Process Flow.

This section of the user guide uses a flow chart to show each step in the work flow of the survey process. Steps in the process are cross referenced to areas in this guide that explain those processes.

Login Instructions.

This section of the User Guide gives detailed instructions on how to login to the CST system.

General Menus.

General menus are menus accessible to all CST users. This section of the user guide gives an explanation of what these menus are for and how to use them.

User-Specific Menus.

The remaining menus in the CST system are user-specific and accessible based on the role of the user. For example, the menus that the Surveyor can access are related to the Surveyor's job function, thus, the Surveyor will not have access to the same menus as those of the Primary Coordinator or the Administrator.

CST Status Matrix.

The CST Status Matrix is a grid that associates a Survey workflow action with the related CST status and the user that performs the action. For example,

Workflow Action	Status	User
Run a random sample	Unassigned	System Administrator

Index.

The Index lists the location of information in this user guide by key words.

Quick Reference – How to Assign a Surveyor

1. Log into the system as an **administrator** with your User ID and Password.

2. Open the Case Administrator menu by clicking on **Case Administrator** in the main menu bar at the top of the screen.

3. If you know the survey number, enter it into the **Survey search field**

4. Click the **Search button**.

5. If you don't know the survey number, set the **Case Status field** to **Survey to be Assigned** and scroll through the list until you find the client whose case you wish to assign to a Surveyor.

6. Select the Client by clicking the check box in the **Select column**.

7. In the **Staff window** at the bottom of the screen, find the surveyor you wish to assign to the client you've selected.

8. Highlight the surveyor's name and click the **Assign Surveyor button**.

9. The system will move the Client from the **Survey to be Assigned** list to the **Assigned Survey** list and the Surveyor's name will appear in the Surveyor field for this client.

Quick Reference – How to Assign a Coordinator

1. Log into the system as an **administrator** with your User ID and Password.

2. Open the Case Administrator menu by clicking on **Case Administrator** in the main menu bar at the top of the screen.

3. If you know the survey number, enter it into the **Survey search field**

4. Click the **Search button**.

5. If you don't know the survey number, set the **Case Status field** to **Assigned** and scroll through the list until you find the client whose case you wish to assign to a Coordinator.

6. Select the Client by clicking the check box in the **Select column**.

   <u>Note:</u> A Coordinator can only be assigned to a case that has already been assigned to a Surveyor.

7. In the **Staff window** at the bottom of the screen, find the Coordinator you wish to assign to the client you've selected.

8. Highlight the coordinator's name and click the **Assign Coordinator button**.

9. If the Coordinator is successfully assigned, the Coordinator's name will appear in the Coordinator field for this client.

Quick Reference – How to Schedule a Survey

1. Log into the system as an **administrator,** a **coordinator** or a **surveyor** with your user id and password.

2. Open the Case Administrator menu by clicking on **Case Administrator** in the main menu bar at the top of the screen.

3. The System displays surveys based on your login information. So based on that you will see surveys for:

   - Surveyors – only the surveys assigned to you
   - Coordinator – only surveys assigned to you or assigned to those for whom your are a coordinator
   - Case Manager –
   - Administrator - All surveys

4. If you know the survey number, enter it into the **Survey search field**

5. Click the **Search button**.

6. If you don't know the survey number, set the **Case Status field** to **Survey to be Assigned** and scroll through the list until you find the client whose case you've been assigned to.

7. Select the Client by clicking the check box in the **Select column**.

8. Click the **View button** to open the Case Details screen and view the details of the Survey.

9. Review and correct any missing workflow information by viewing items in the **Missing Workflow Information** window at the bottom of the **Case Details screen**.

10. On the **Scheduling tab** in the **Case Details screen**, schedule the surveys by provider. Use the Provider Drop-down menu to select the provider you wish to schedule.

11. Click the + icon at the top of the screen.

12. Enter the scheduling information in the lower portion of the screen.

13. Click the save icon ().

14. Change the Survey Status from Assigned to Announcement by selecting Announcement from the Status dropdown menu on the Survey tab of the Case Details Screen.

15. Click the Save button.

16. The System will generate a letter in MS Word to each of the client's providers and attach it to an email addressed to each of the providers.

17. You will be able to edit both the e-mail and the letter before either is sent to the provider and other recepients.

Quick Reference – How to Enter a Survey

1. Open the **Case Details screen.**

2. Click the **Tools tab.**

3. From the list of surveys, select the survey in which to enter findings.

4. Click the **View button.**

5. Select a provider from the **Provider drop-down menu**.

6. Enter findings under the **Findings tab** at the bottom of the screen.

7. Once the provider has submitted a CAP, it is displayed on the **Corrective Action Plans tab** at the bottom of the screen.

8. Survey Help Tabs

    a. **Spending Time With People** – Prompts questions about spending time with people based on the current indicator.

    b. **Conversations with People** – Prompts questions about conversations with people based on the current indicator.

    c. **Review of Documents** – Offers reminders of documents that should be reviewed based on the current indicator.

    d. **Findings Feed Back** – Allows the Surveyor and Survey Coordinator to exchange e-mails during the Findings review process **Survey Help Buttons**.

    e. **Survey Map**– This allows the surveyor to view all of the survey indicators in outline form

    f. **View Regulation** – This allows the surveyor to view a Regulation related to the indicator. To do so select the regulation number from the drop-down men next to the View Regulation button. Once the regulation is selected, click the View Regulation button to display the text of the selected regulation.

    g. **Cheat Sheet** – This allows the surveyor to view a complete list of a provider's findings by service, outcome level, and question level.

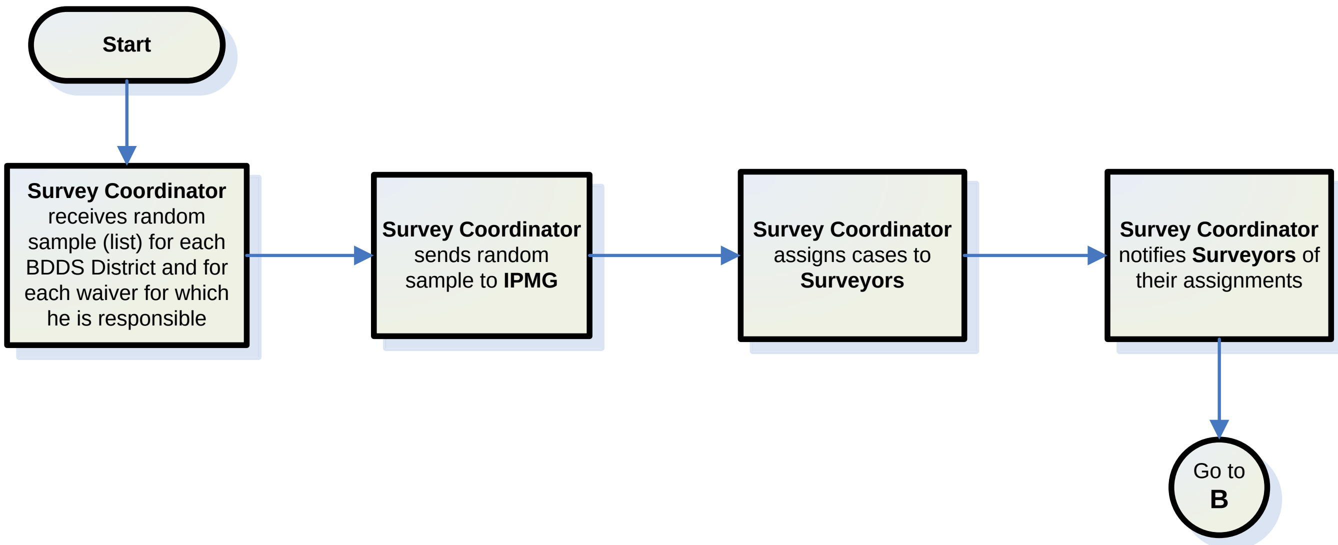
9. To move to the next indicator, click the **Next Indicator button**.

10. To return to the previous Indicator, click the **Previous Indicator button**.

Survey Process Flow

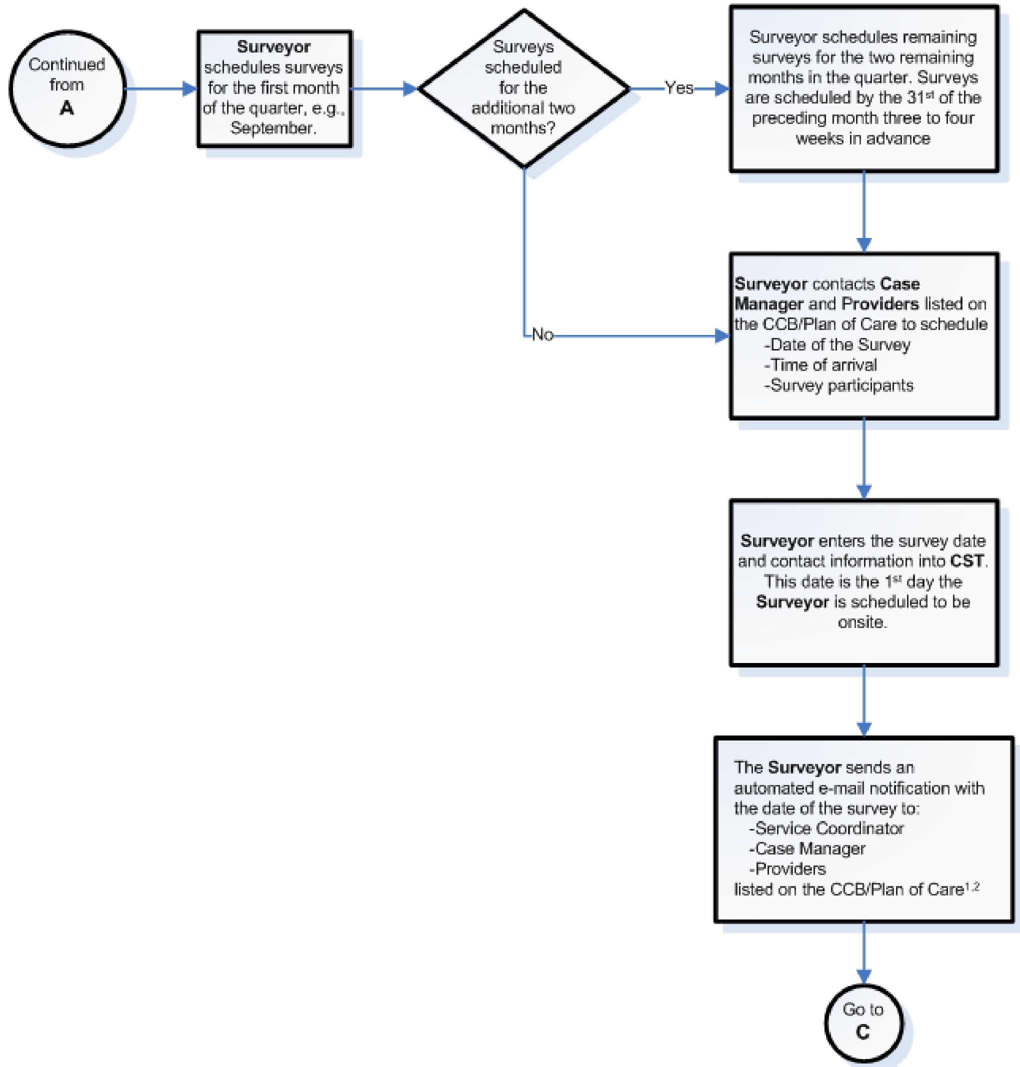
Step One

Activities that occur on the **7th of the month** preceding the quarter the survey will be performed, (e.g. August 7th)



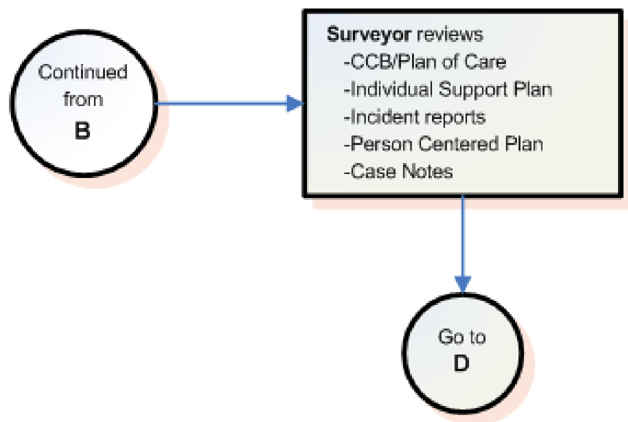
Step Two

Activities that occur **3 days prior** to the **Surveyor's onsite visit**, (e.g., August 28th)



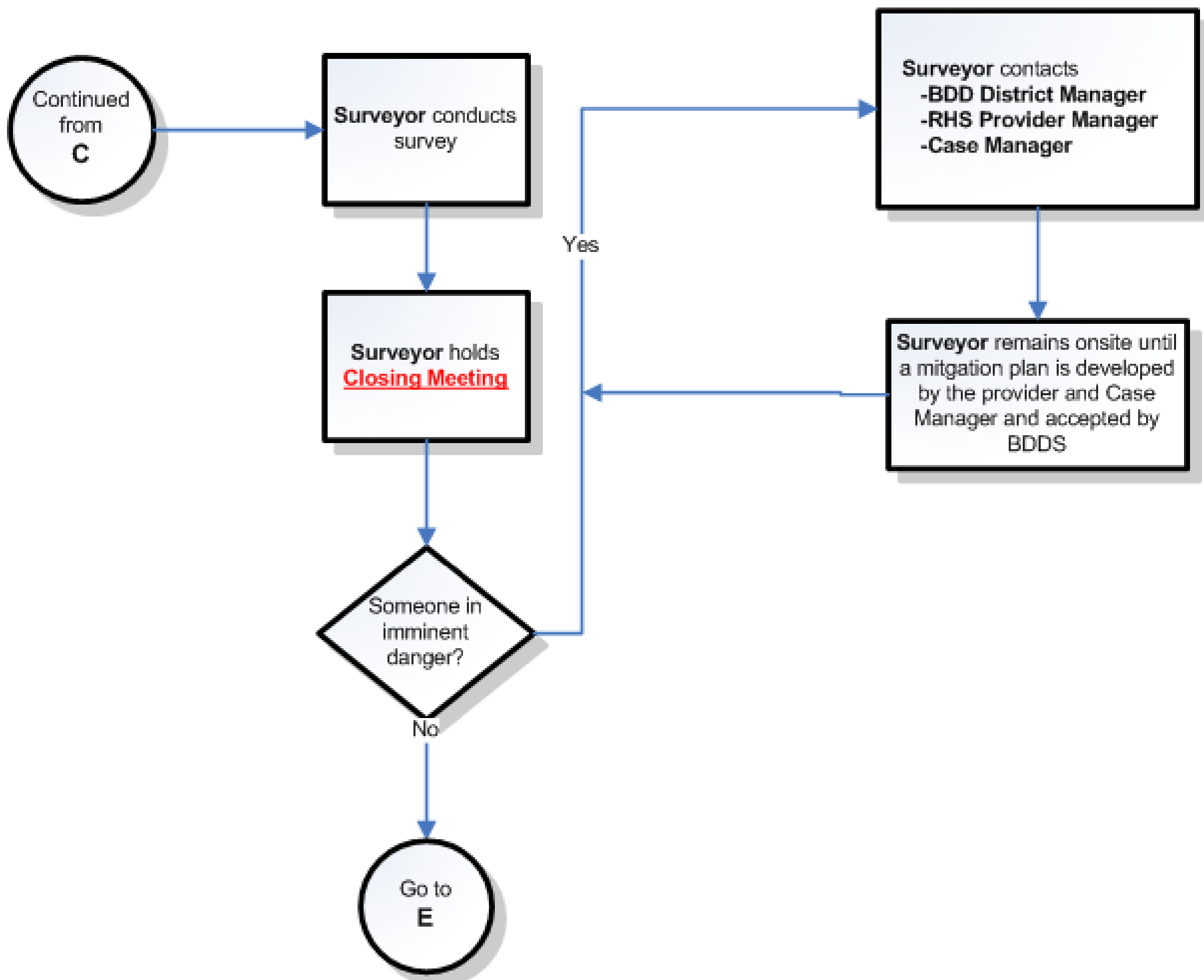
Step Three

Activities that occur <u>3 business days</u> prior to the **Surveyor's onsite visit**, (e.g., August 28th)



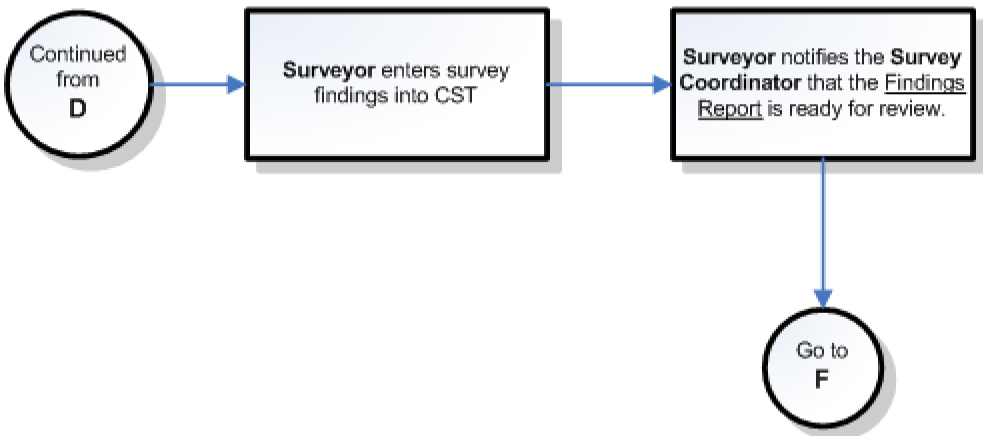
Step Four

Survey (completed in its entirety within 3 business days)



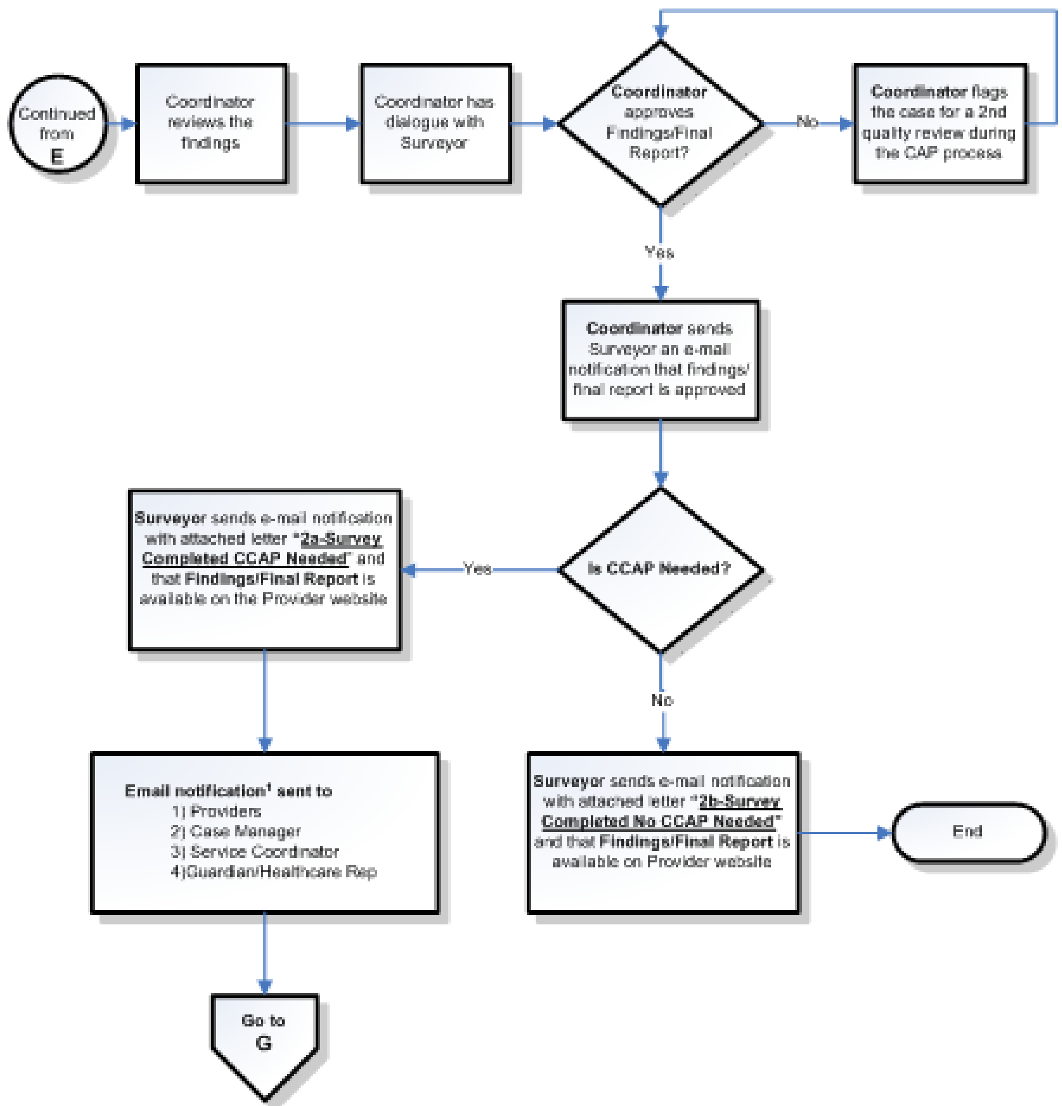
Step Five

Occurs **2 business days** following the **Closing Meeting**



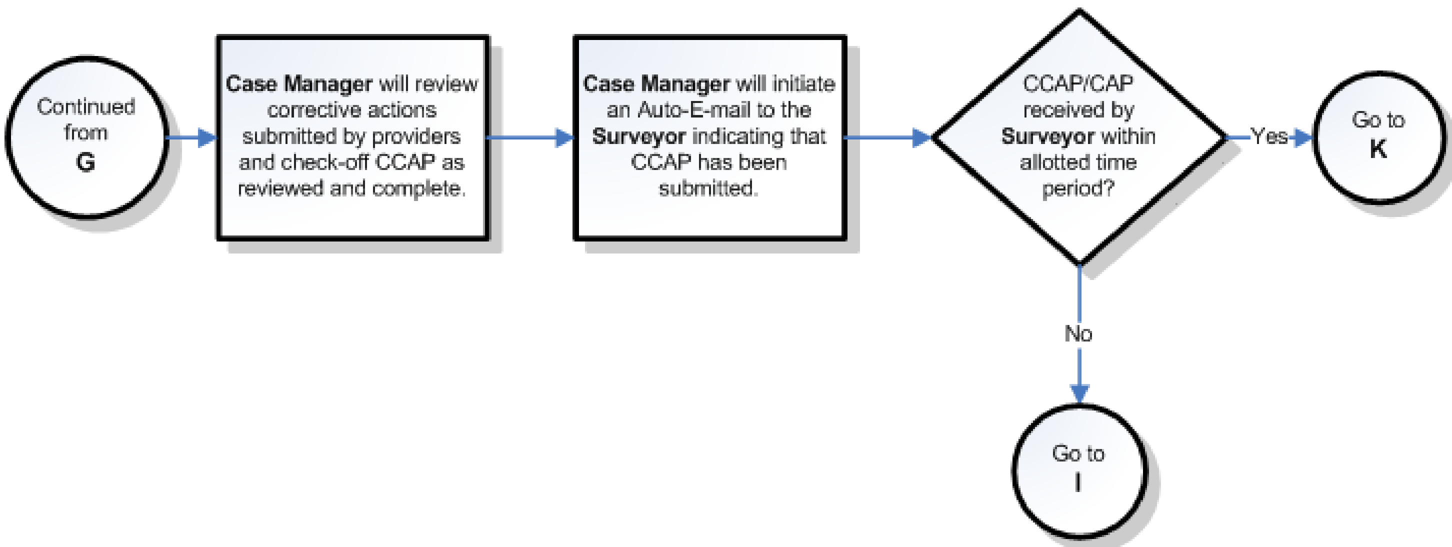
Step Six

Occurs **7 business days** following the **Closing Meeting**



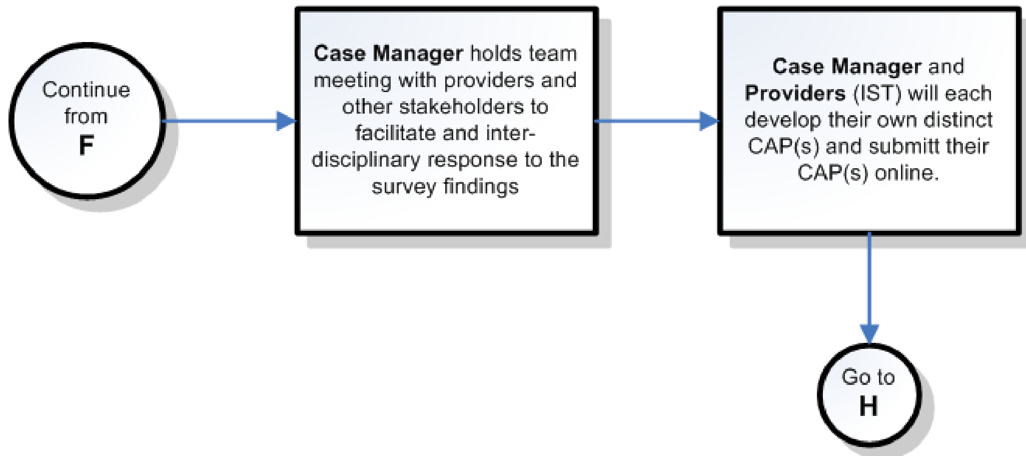
Step Seven

Occurs 15 business days following the **Closing Meeting** and 8 business days after the preceding step



Step Eight

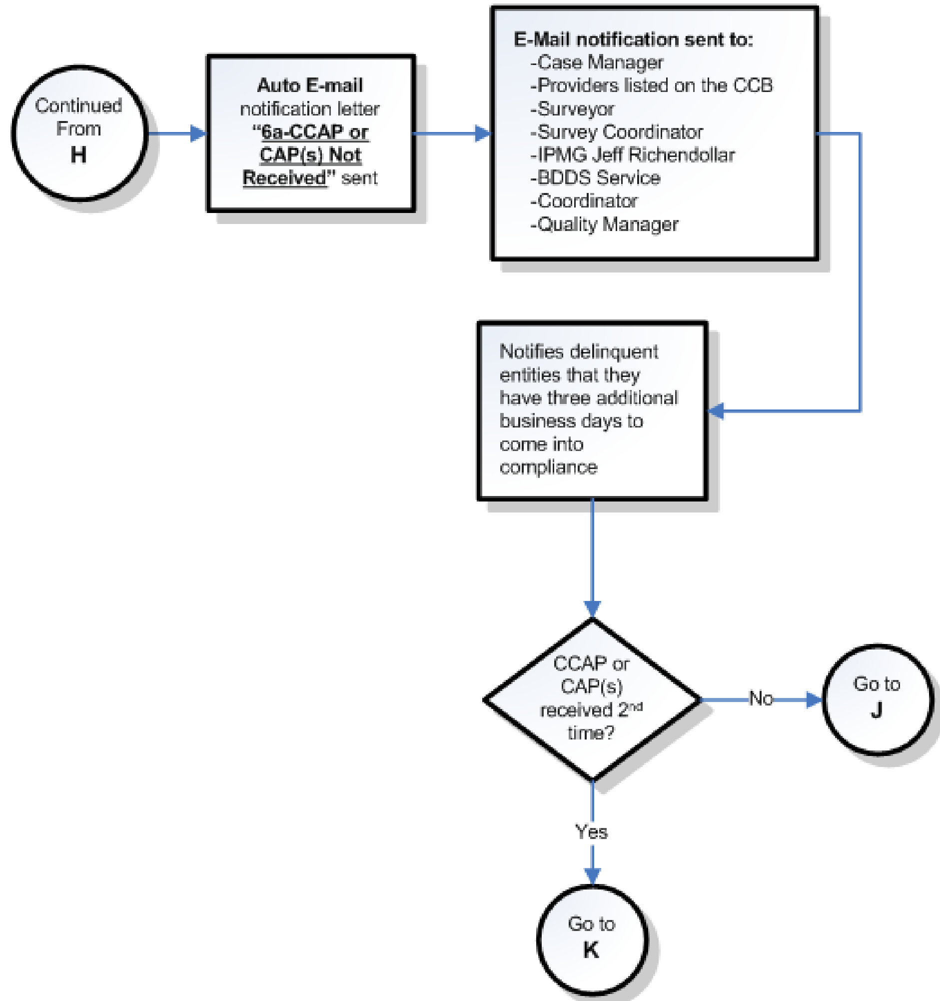
Activities that occur **<u>20 business days</u>** following the **Closing Meeting** and **<u>13 business days</u>** after the preceding step.



Step Nine

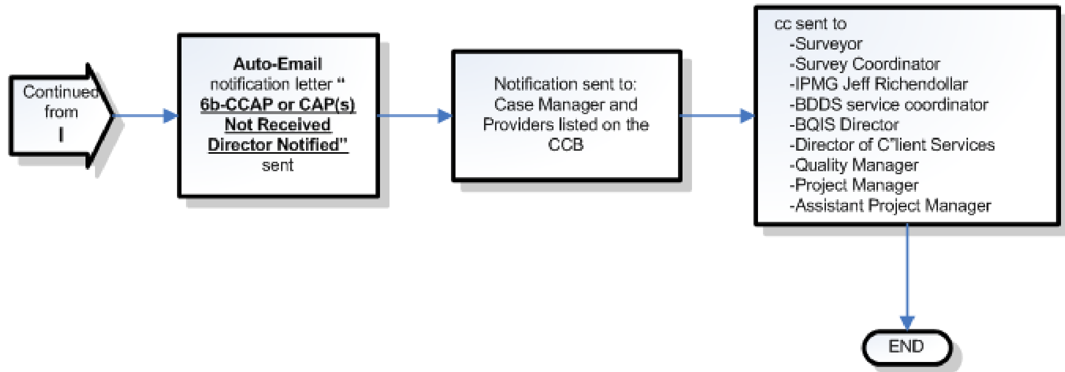
Activities that occur **20 business days** following the **Closing Meeting** and **13 business days** after the preceding step.

The CCAP or the CAP(s) Not Received



Step 10

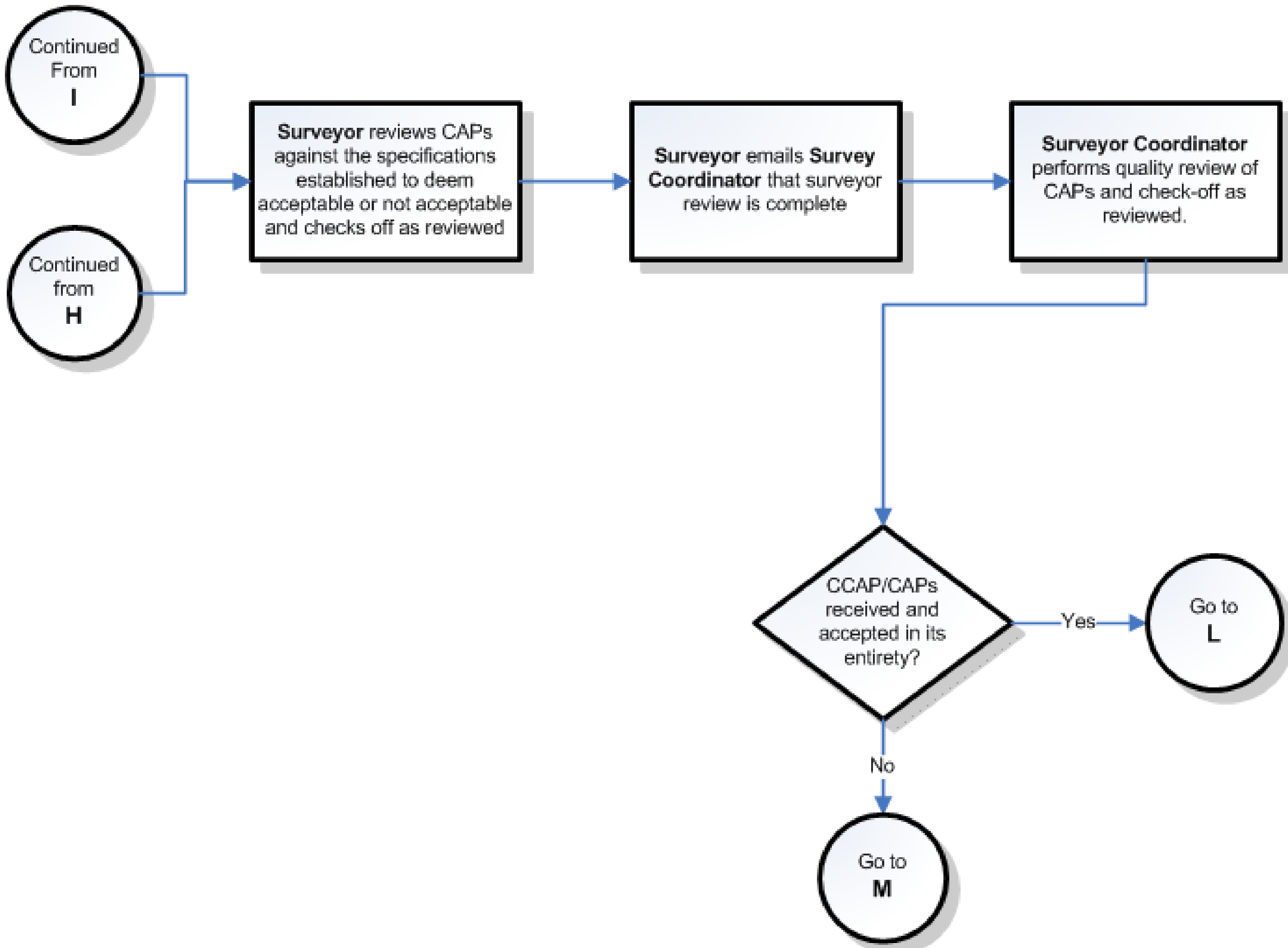
Activities that occur **<u>20 business days</u>** following the **Closing Meeting** and **<u>13 business days</u>** after the preceding step.



CCAP or CAP(s) Not Received 2nd Time

Step 11

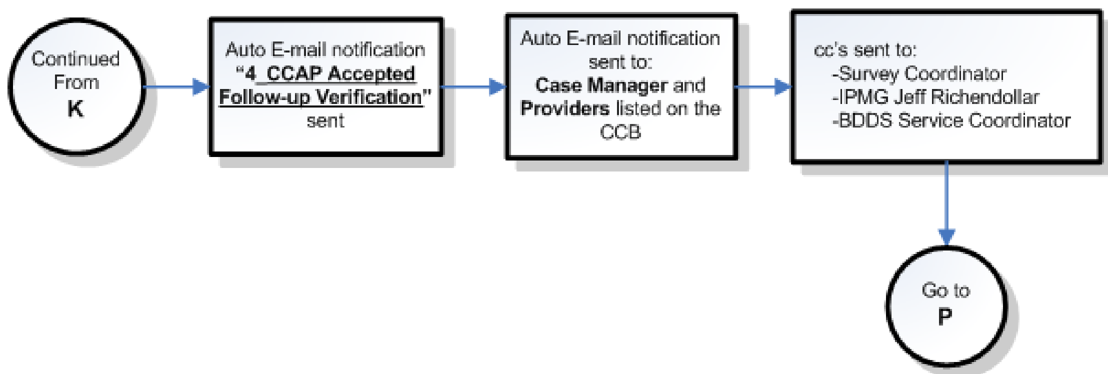
Activities that occur **25 business days** following the **Closing Meeting** and **5 business days** after the preceding step.



Step 12

Activities that occur **30-35 business days** following the **Closing Meeting** and **5 business days** after the preceding step.

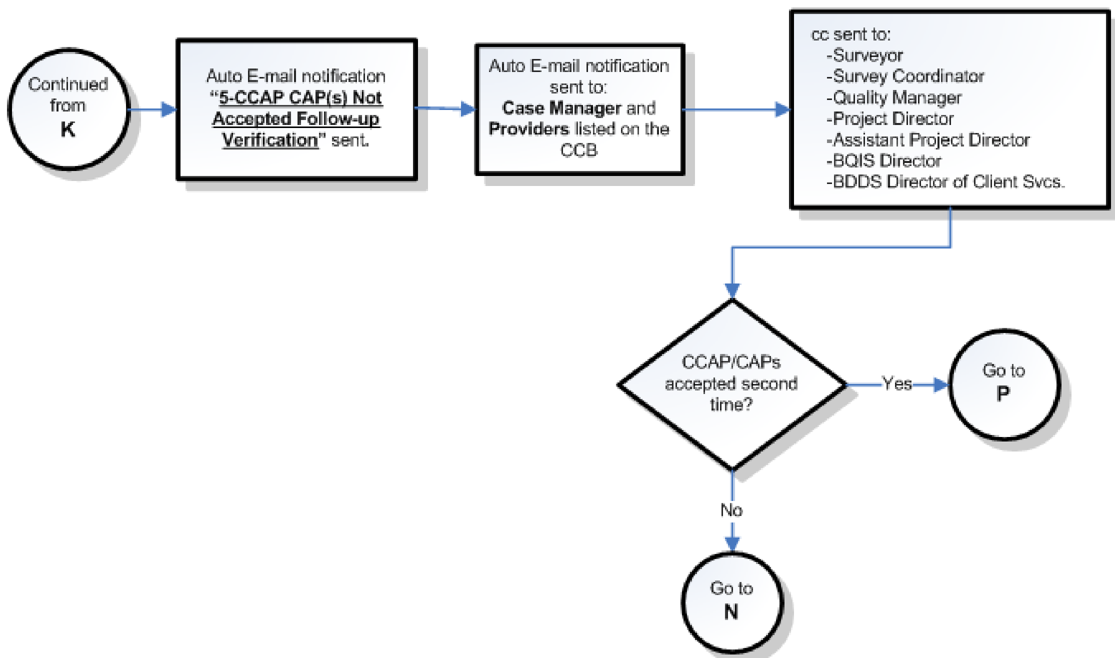
CCAP/CAP(s) Accepted



Step 13

Activities that occur 30-35 business days following the Closing Meeting and 5 business days after the preceding step.

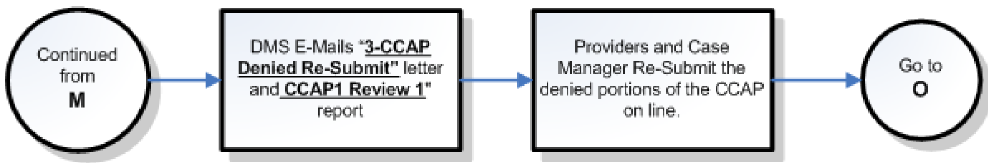
CCAP/CAP(s) Partially Accepted



Step 14

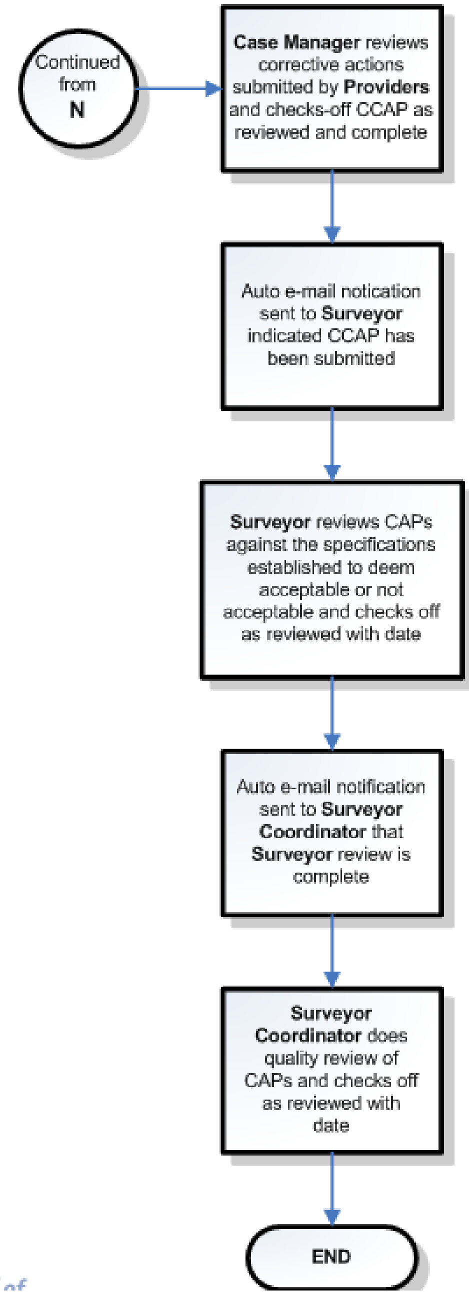
Activities that occur **<u>30-35 business days</u>** following the **Closing Meeting** and **<u>5 business days</u>** after the preceding step.

CCAP/CAP(s) Denied



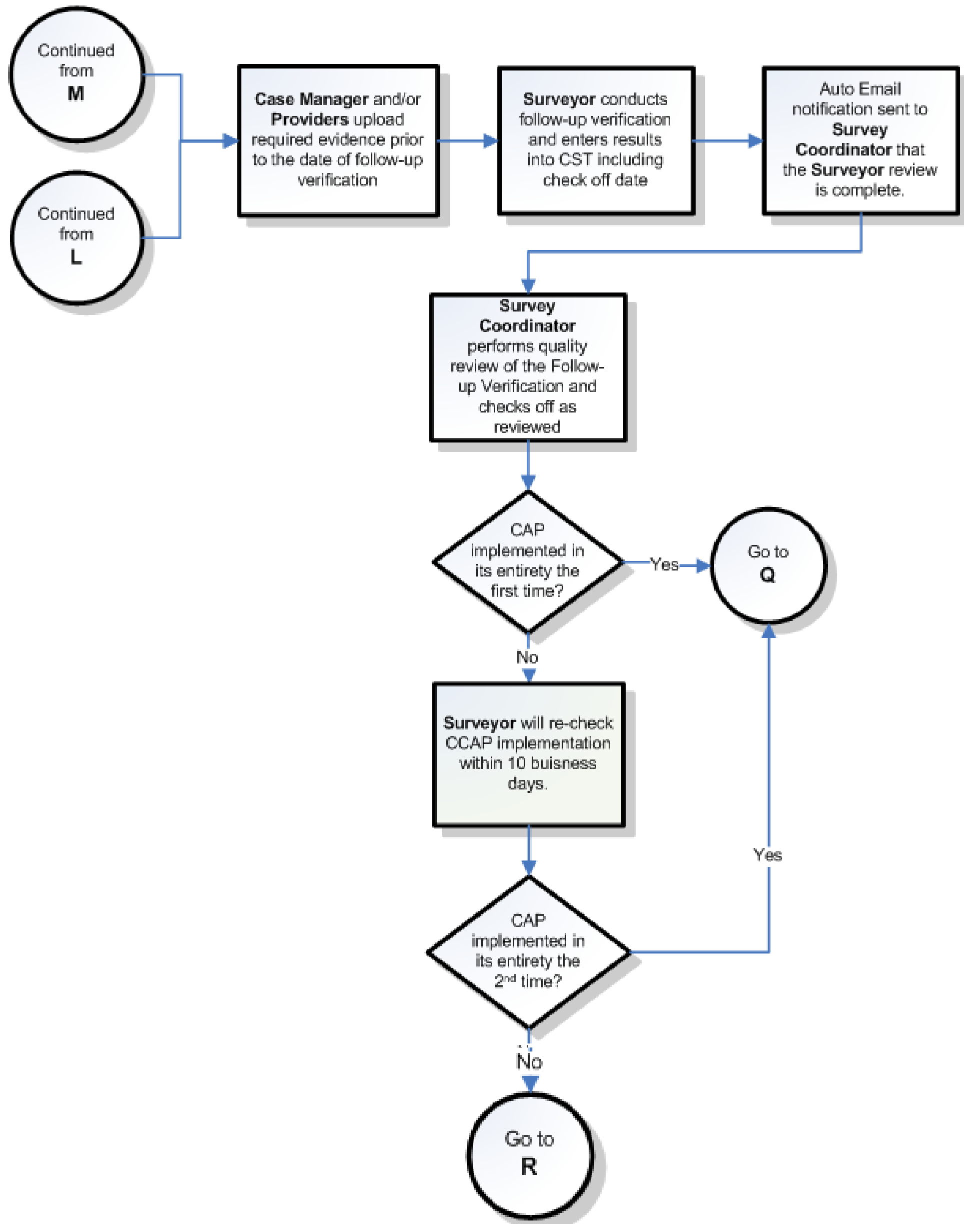
Step 15

Activities that occur **5 business days** following the date the **CCAP/CAP(s) was denied**.



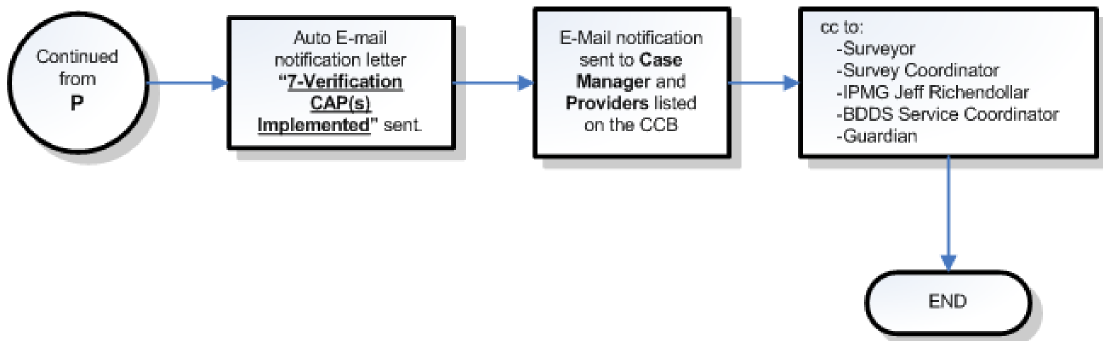
Step 16

Activities that occur within **<u>60 calendar days</u>** following the date of the **Closing Meeting** and **<u>25-30 business days</u>** after the preceding step.



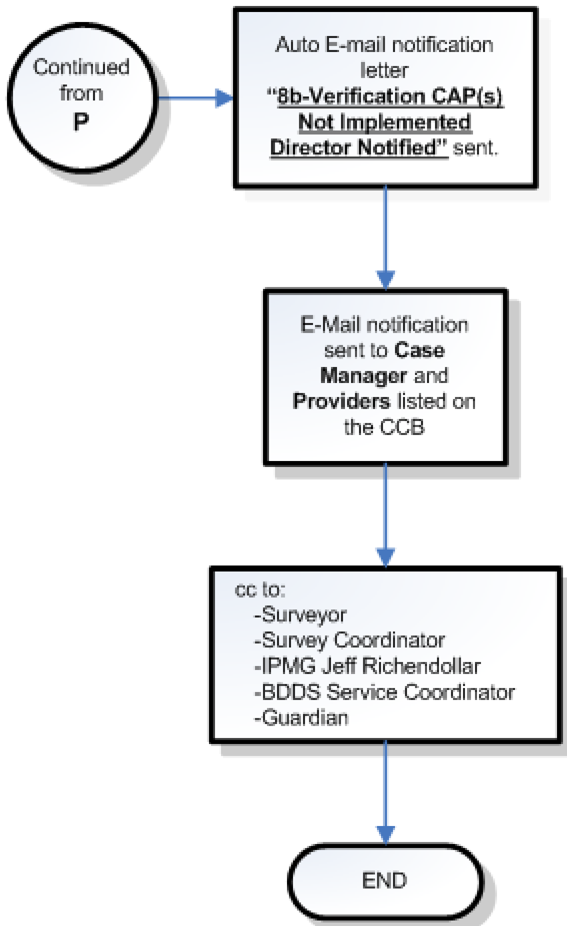
Step 17

Activities that occur **5 business days** after the **Follow-up visit.**



Step 18

Activities that occur **5 business days** after the **Follow-up Visit**.



Log Into CST

Launch the CST

To begin, launch the CST application from your Programs folder *(Figure 1)*.

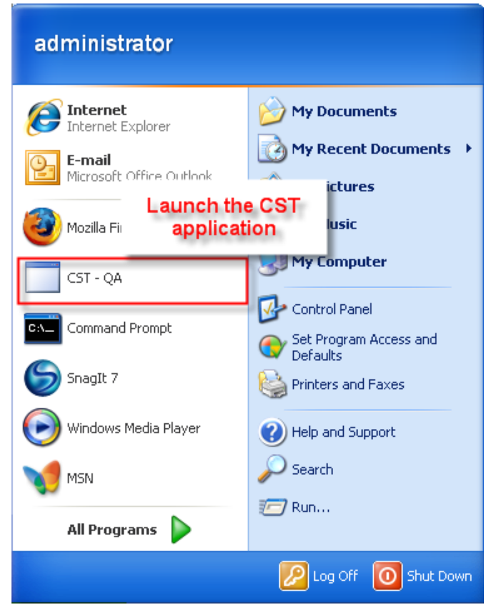


Figure 1 - Select Application from Programs Folder

If the application is successfully launched, a copyright and version image will briefly display on your computer screen *(Figure 2)*.

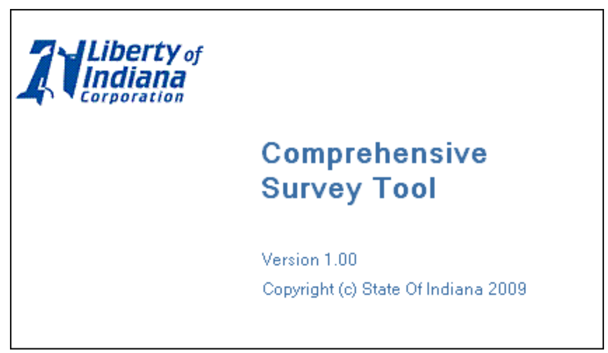


Figure 2 - Copyright and version image

Login Screen

Once the copyright and version image disappears a login window opens ***(Figure 3)***.

Enter the user name and password assigned to you by the System administrator and then click the **OK** button.

Figure 3 - Login Screen

Timeout Screen

You will be automatically logged out of the system after 10 minutes of inactivity and the HIPAA Timeout screen ***(Figure 4)*** will display.

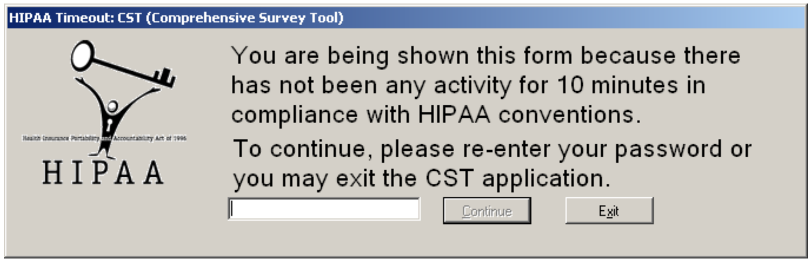


Figure 4 - Timeout screen

General Menus

This section discusses menu selections that are the same for all roles, i.e., **Administrators**, **Primary Coordinators**, **Coordinators** and **Surveyors**.

Program Menu

The **Program Menu** *(Figure 5)* gives a user the option of logging out of the system or exiting the system.

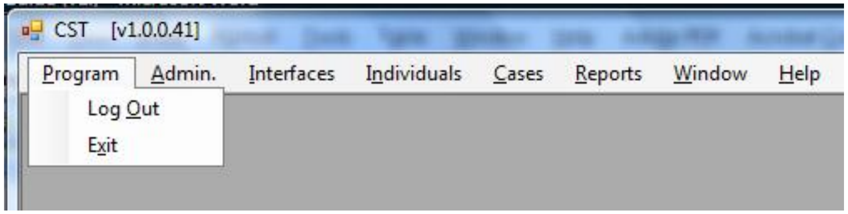


Figure 5 – Program Menu

Logging out will return you to the **Loginin Screen** *(Figure 6)*.

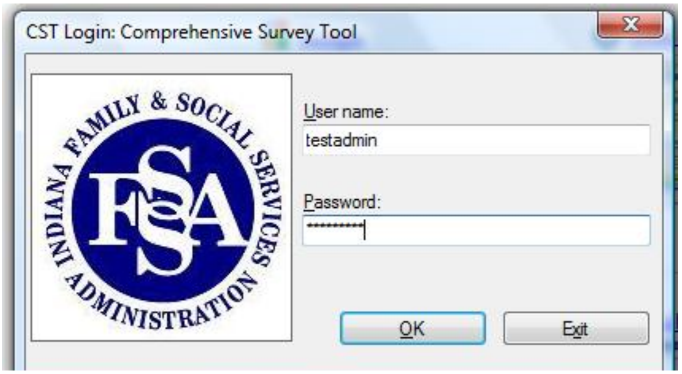


Figure 6 - Login Screen

Clicking **Exit** will close the program.

Interfaces Menu

The Interfaces Menu ***(Figure 7)*** allows you to access the **INsite** database and look-up information in the data bases without leaving the CST program.

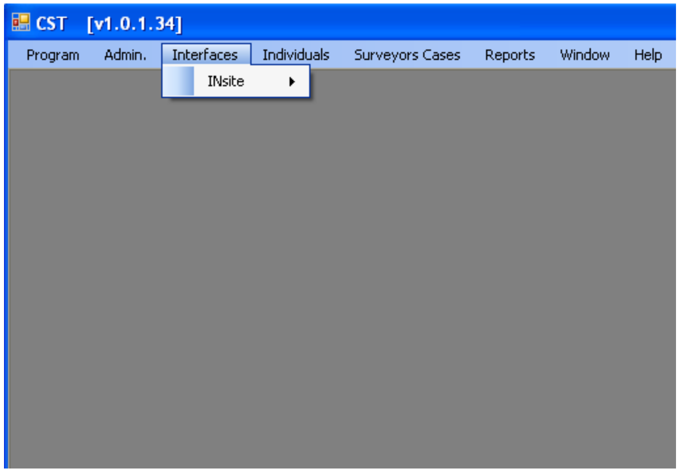


Figure 7- Interfaces Menu

Individuals

The **Individuals Menu** ***(Figure 8)*** allows you to view information about an individual based on that individual's CST role:

- Client
- Providers
- Surveyors
- Coordinators
- Case Manager

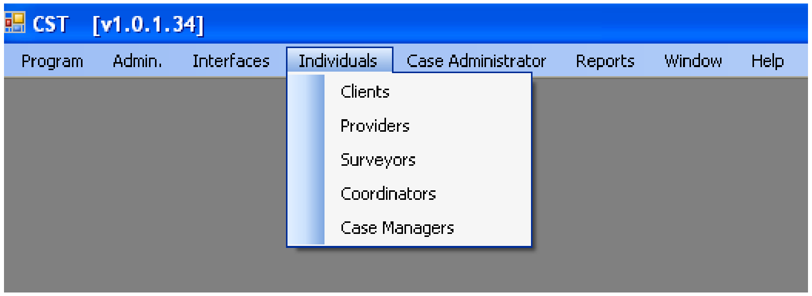


Figure 8 - Individuals Menu

Clients

Clicking on the **Client option** in the **Individual's Menu** opens a search window ***(Figure 9)***.

Enter the search criteria in a single search field or a combination of search fields.

Click the **Search** button and the System will display a list of clients meeting the search criteria.

Client Tab

Client information related to the first client name in the list is displayed in the lower portion of the window.

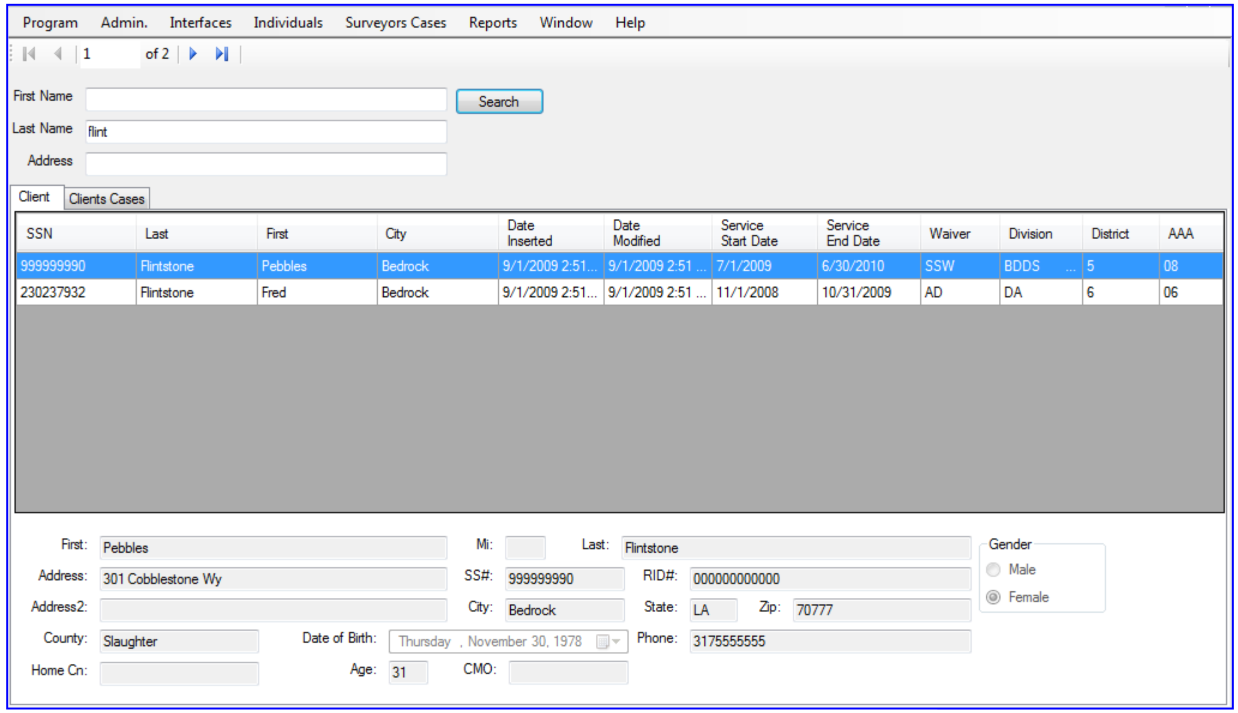


Figure 9 Individuals Client Option

Clients Cases Tab

To view a client's cases, with the client's name highlighted on the Clients Tab, click the **Clients Cases Tab.**

From the list of the clients cases, highlight the case you wish to view.

Then, click the **View Case button** ***(Figure 10)*** to display the **Clients Case Details Screen** ***(Figure 11)***.

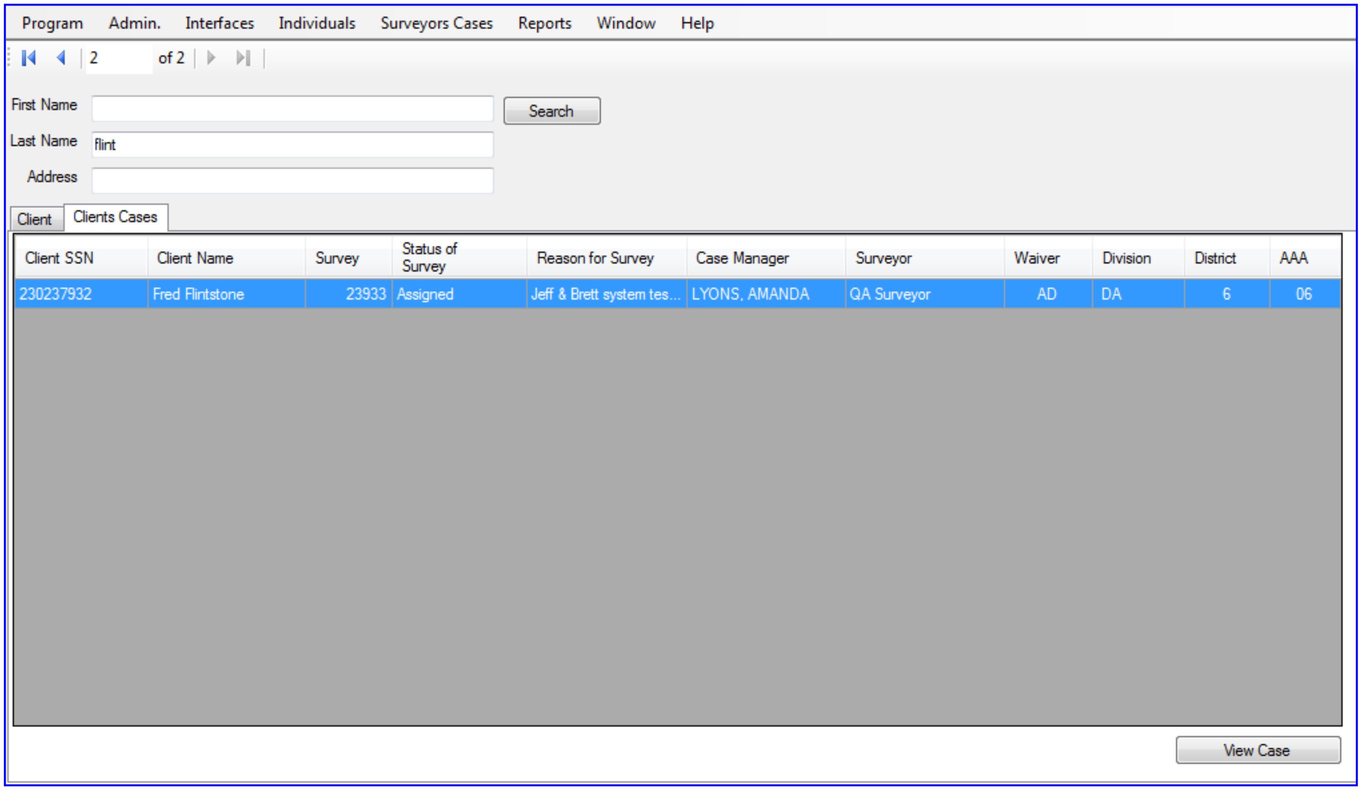


Figure 10 - Individuals Clients Cases Tab

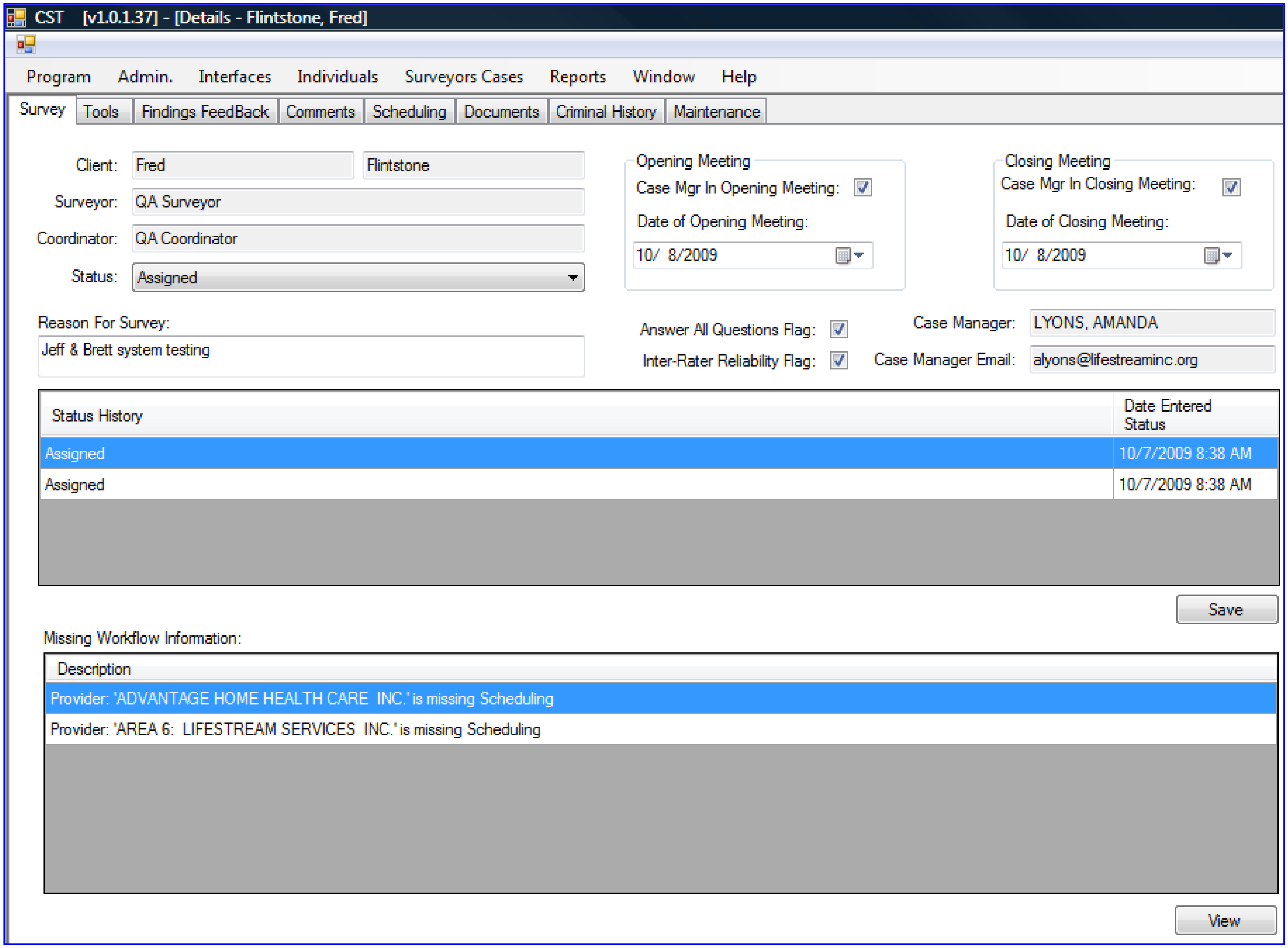


Figure 11 - Clients Case Details Screen

Providers

Clicking on the **Providers option** in the **Individual's Menu** opens a search window ***(Figure 12)***.

Enter the search criteria in a single search field or a combination of search fields.

Click the **Search** button and the System will display a list of providers meeting the search criteria.

Provider information related to the first client name in the list is displayed in the lower portion of the window.

The Provider's window displays a series of tabs that allow you to view and change information about the provider. The tabs include:

- Provider
- Providers Cases
- Contacts
- Provider Scheduling
- Documents
- Criminal History
- Provider History

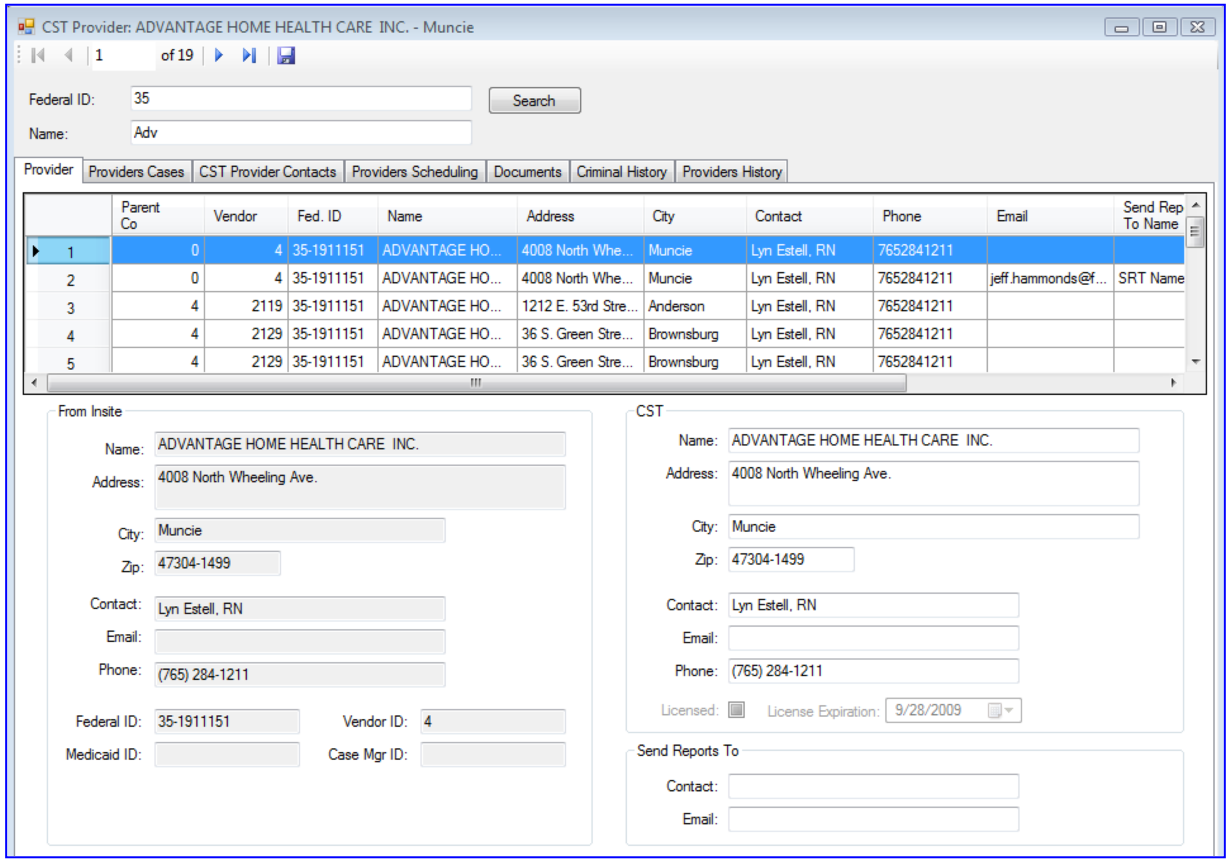


Figure 12 Individuals Menu - Providers Option

Surveyors

Clicking on the **Surveyor option** in the **Individual's Menu** opens a search window ***(Figure 13)***.

Enter the search criteria in the **Name search field**.

Click the **Search** button and the System will display a list of Surveyors meeting the search criteria.

To view the schedule of the selected Surveyor, click the **Schedule button** in the lower left corner of the search screen.

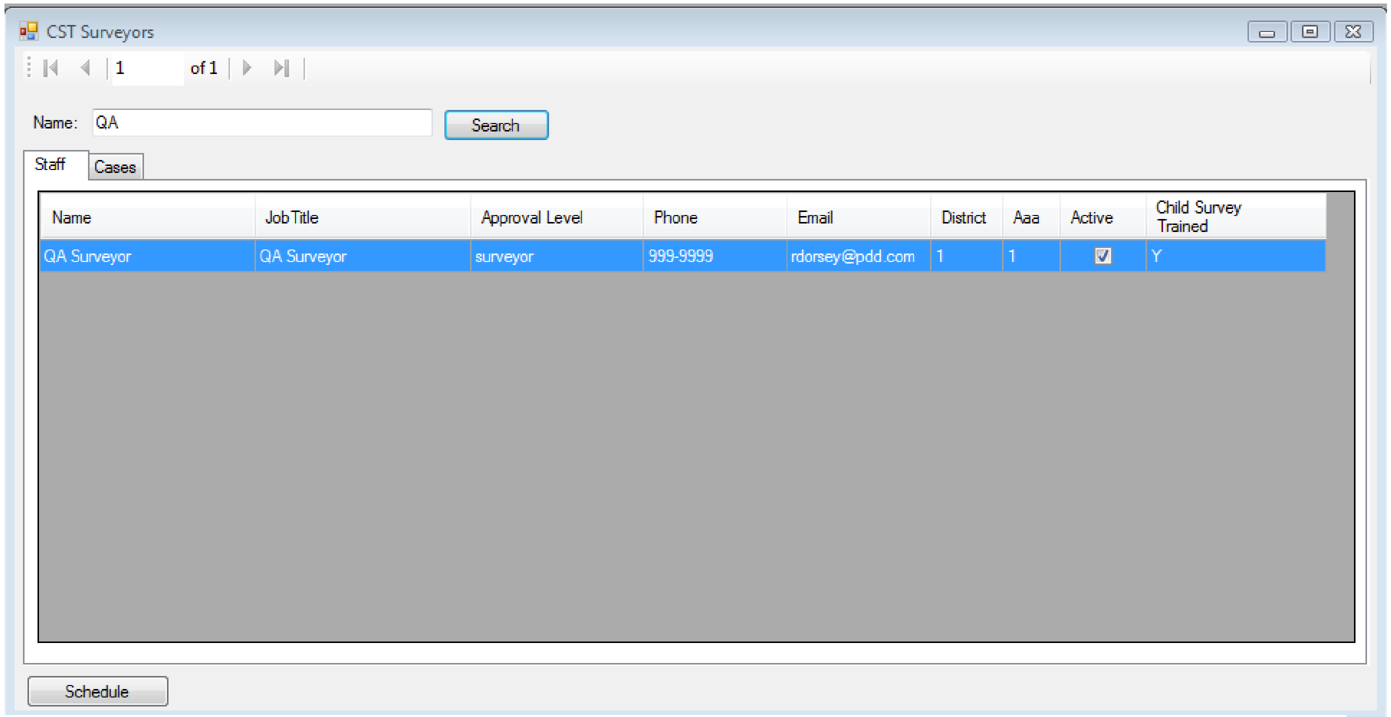


Figure 13 – Individuals Menu-Surveyor's Search Window

The **Case tab** ***(Figure 14)*** displays the cases assigned to the surveyor highlighted on the **Staff tab**

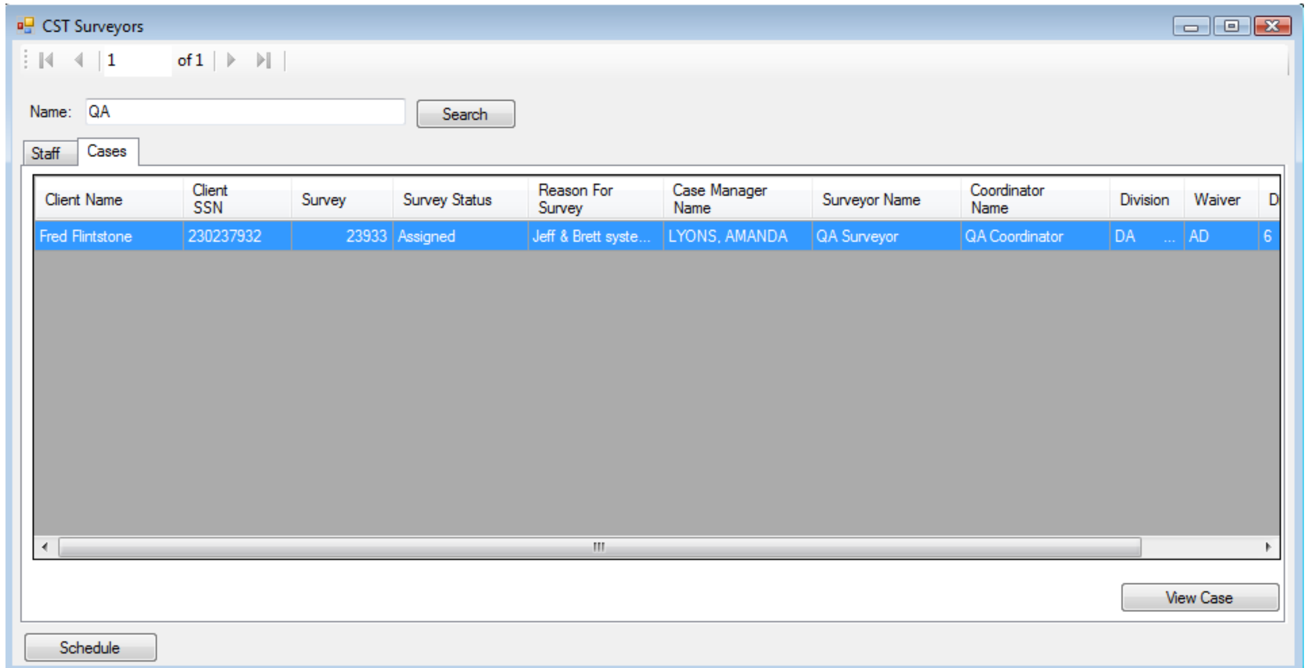


Figure 14 – Individual's Menu – Surveyors Window-Cases Tab

Coordinators

Clicking the **Coordinators option** in the **Individual's Menu** opens a search window *(Figure 15)*.

Enter Coordinator search criteria into the **Name search field**.

Click the **Search** button and the System will display a list of Coordinators meeting the search criteria on the **Staff tab**.

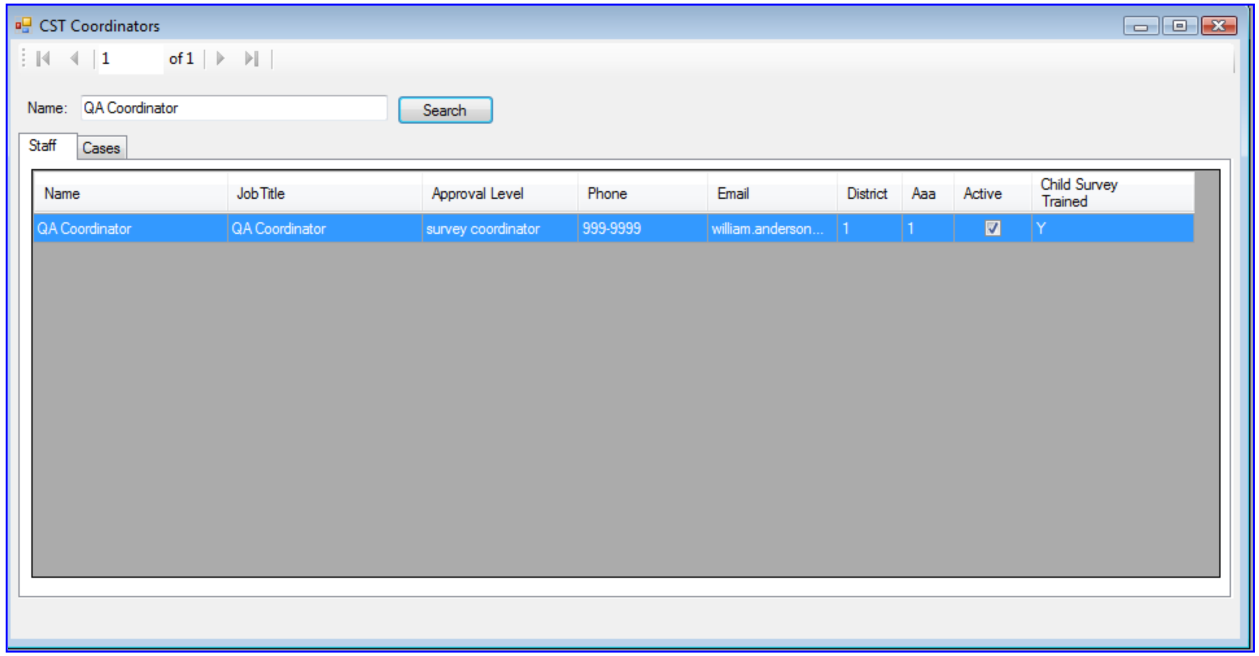


Figure 15 - Coordinator Search Window

The **Cases tab** displays the cases assigned to the Coordinator highlighted on the **Staff tab.** ***(Figure 16)*****.**

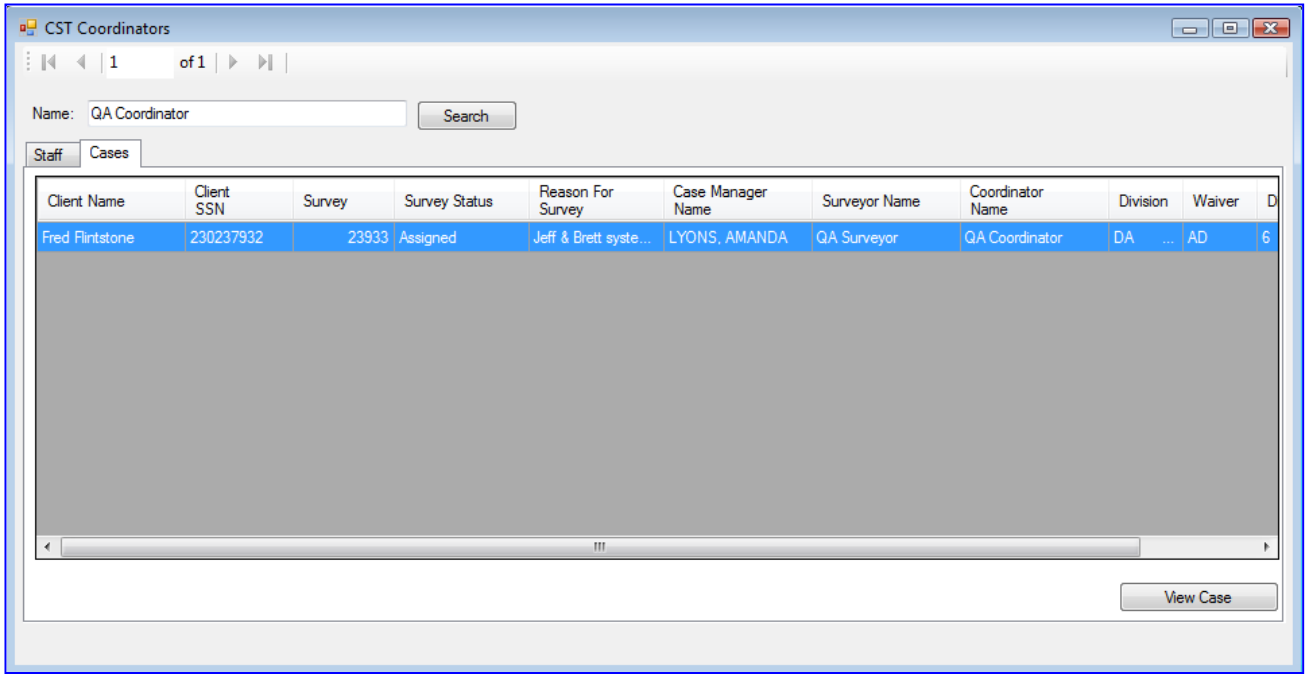


Figure 16 – Individuals Coordinator Cases Tab

Case Managers

Clicking on the **Case Managers option** in the **Individual's Menu** opens a search window ***(Figure 17)***.

Enter the search criteria in the **Name search field**.

Click the **Search** button and the System will display a list of Case Managers meeting the search criteria on the Case Manager tab.

Information about the highlighted **Case Manager** appears in the window in the lower portion of the screen.

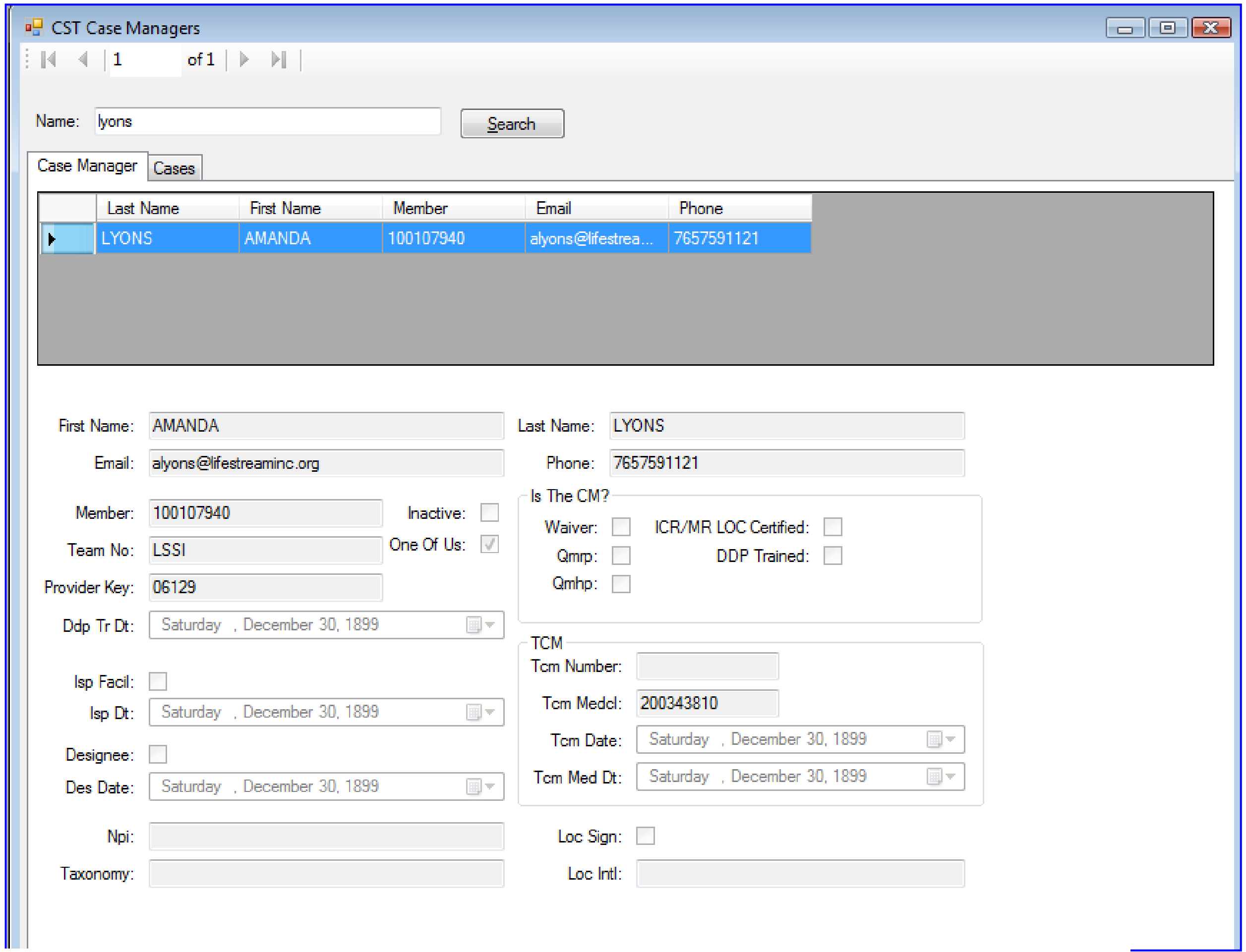


Figure 17 – Individuals - Case Manager Search Window

The **Cases tab** displays the cases assigned to the Case Manager highlighted on the **Case Manager tab.**

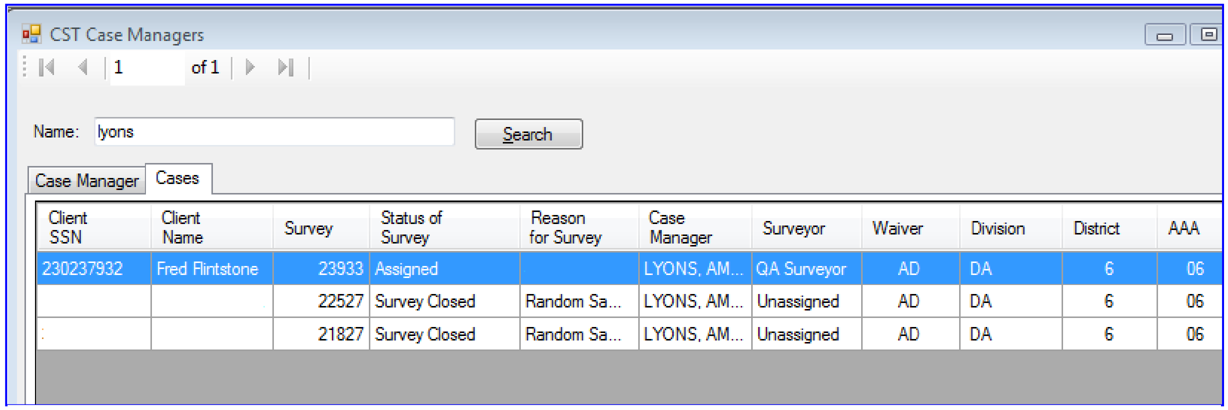


Figure 18- Individuals Menu - Case Manager Window - Cases Tab

Administrator Tasks

The grid below links administrator tasks to explanations of how to perform these tasks in the CST system.

Administrator Tasks	*User Guide Reference*
Creates Users	
Configures System Codes	
Creates Random Surveys	
Creates Specific Surveys	
Maintains Regulations	
Maintains Status Types	
Maintains Survey Types	
Maintains Survey Activity Types	

Administrator Menus

This section discusses the menu selections *(Figure 19)* used by the Administrator:

- Users
- Configuration
- Samples
- Survey Maintenance
- Maintenance
- Financial Audit

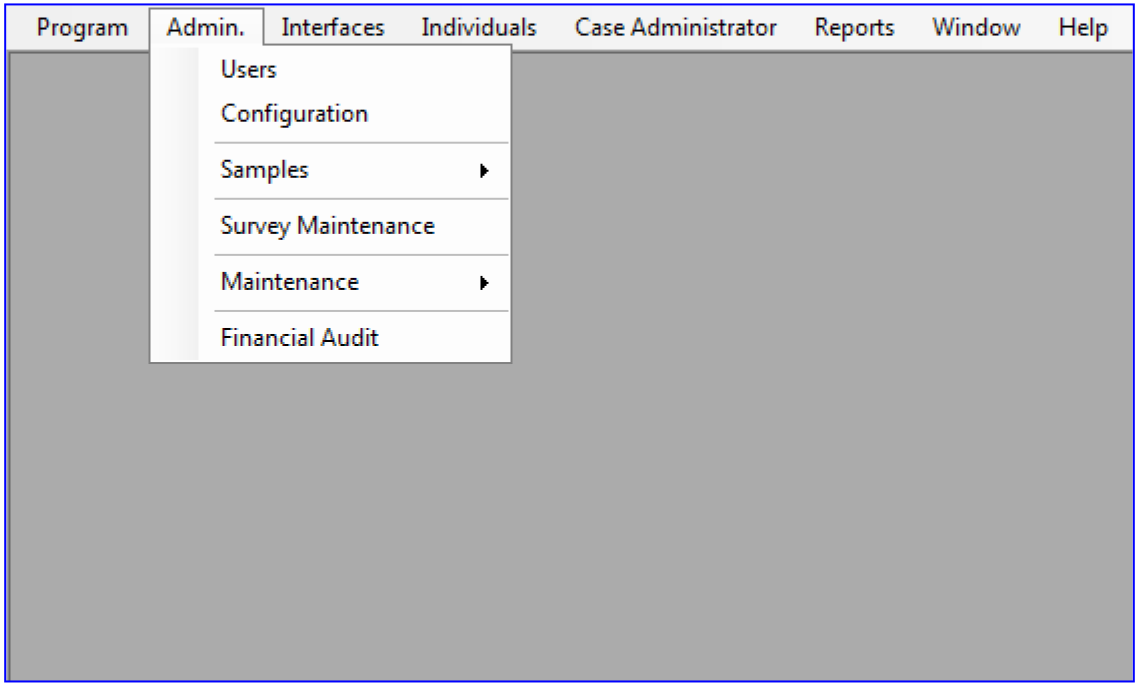


Figure 19 - Administrator Menus

Users

From the **Users List** ***(Figure 20)*** the Administrator can:

- Set a User's status
- View or change a user's properties
- Add a new user

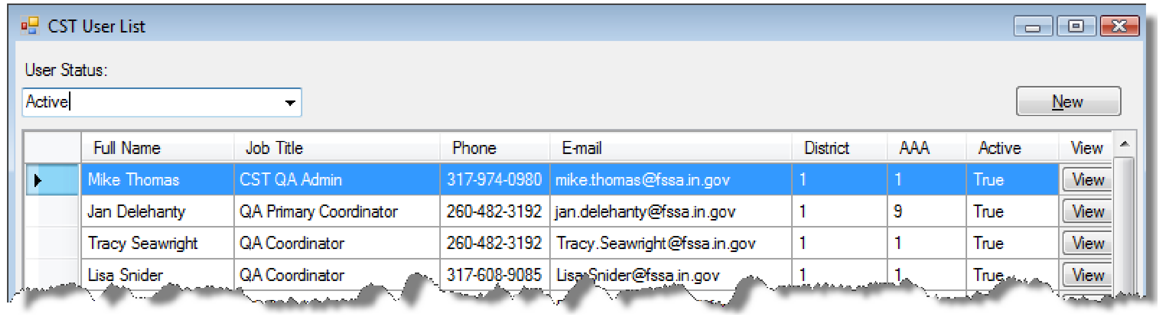


Figure 20 - User List

Filter Users by Status

To view existing users by status, select a status from the **Status Drop-down Menu** ***(Figure 21)***.

The available filters are **Active**, **Inactive** or **All**.

The System will display the users based on the filter that is applied. In ***Figure 21***, all the Users in the list are **Active** because this is the status that is selected in the **User Status field**.

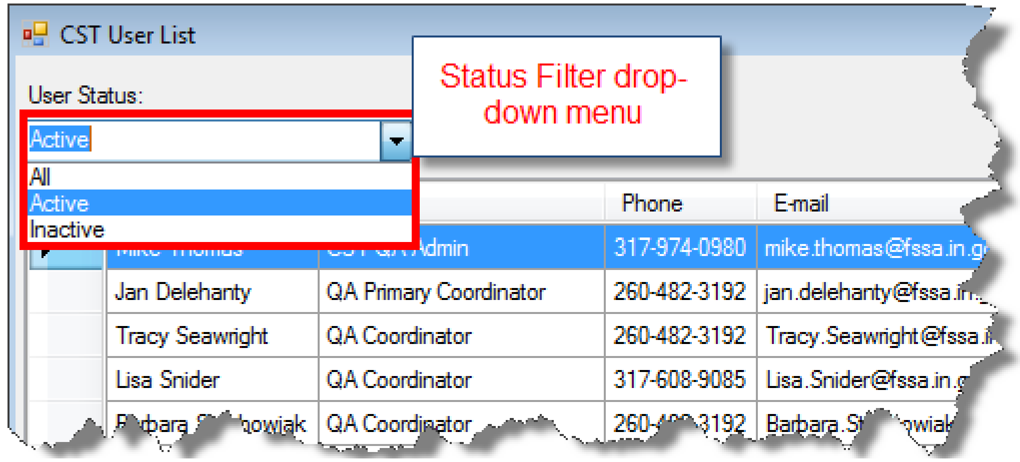


Figure 21 - Status Drop-down Menu

View or Change User Properties

To view or change an existing user's properties, highlight the user's name.

Then click the **View button** on the right end of the selected line ***(Figure 22)***.

The **User Maintenance window** displays ***(Figure 23)***.

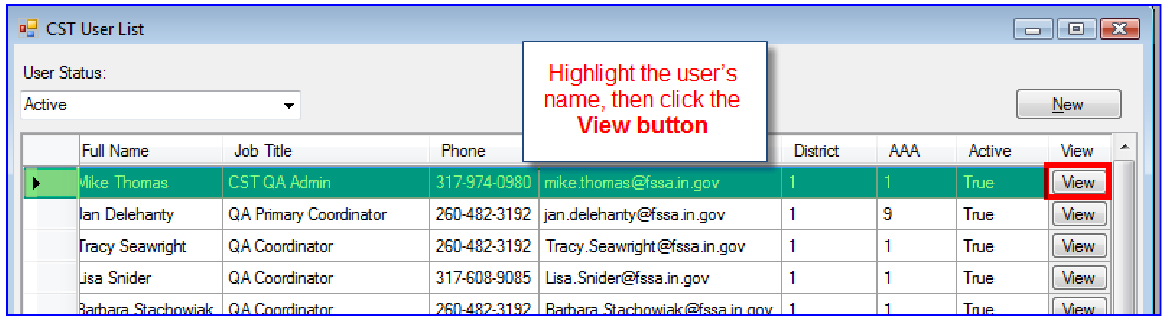


Figure 22 – View or Change User Properties

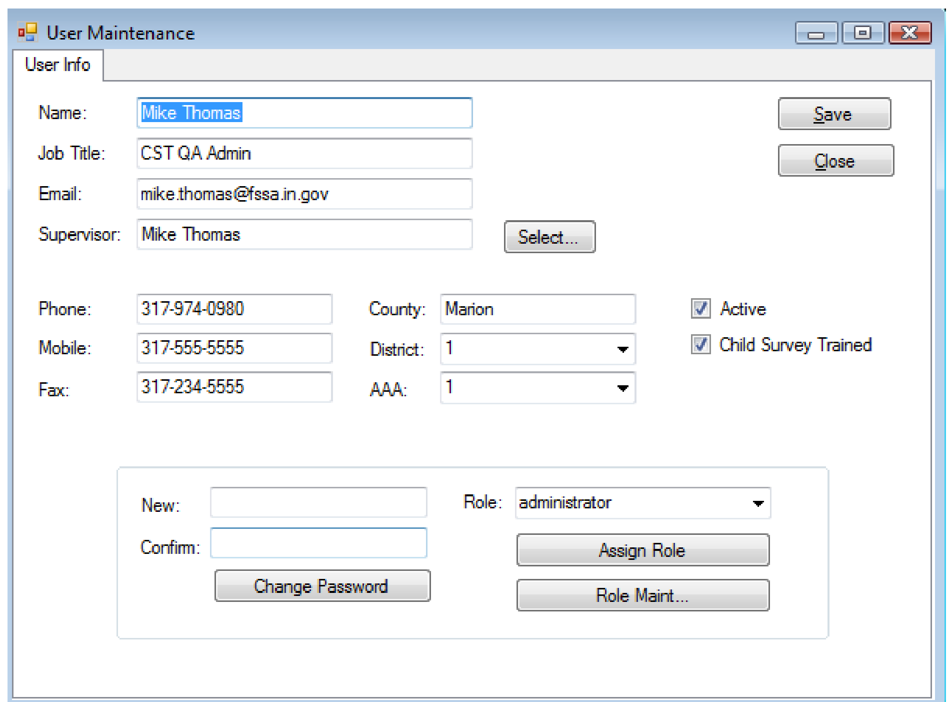


Figure 23 - User Maintenance Window

Add a New User

To add a new user, click the **New button** in the User List window ***(Figure 24)***.

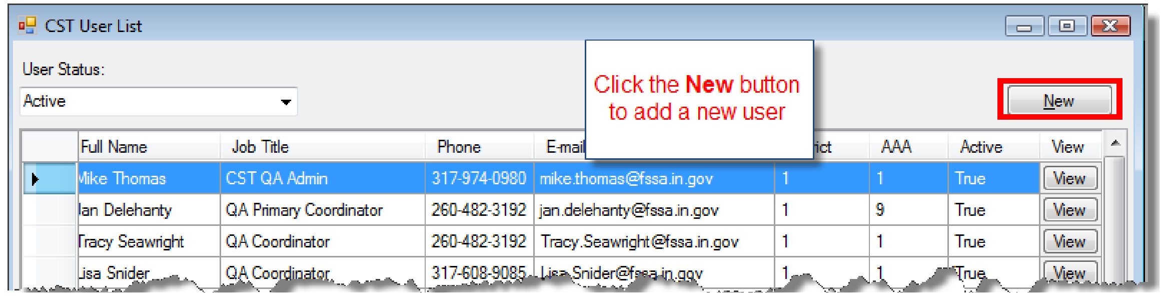


Figure 24 - Add a New User

The System will display a blank **User Maintenance** input window ***(Figure 25)***.

Enter the new user's information and click the **Save button** to save the new user to the System.

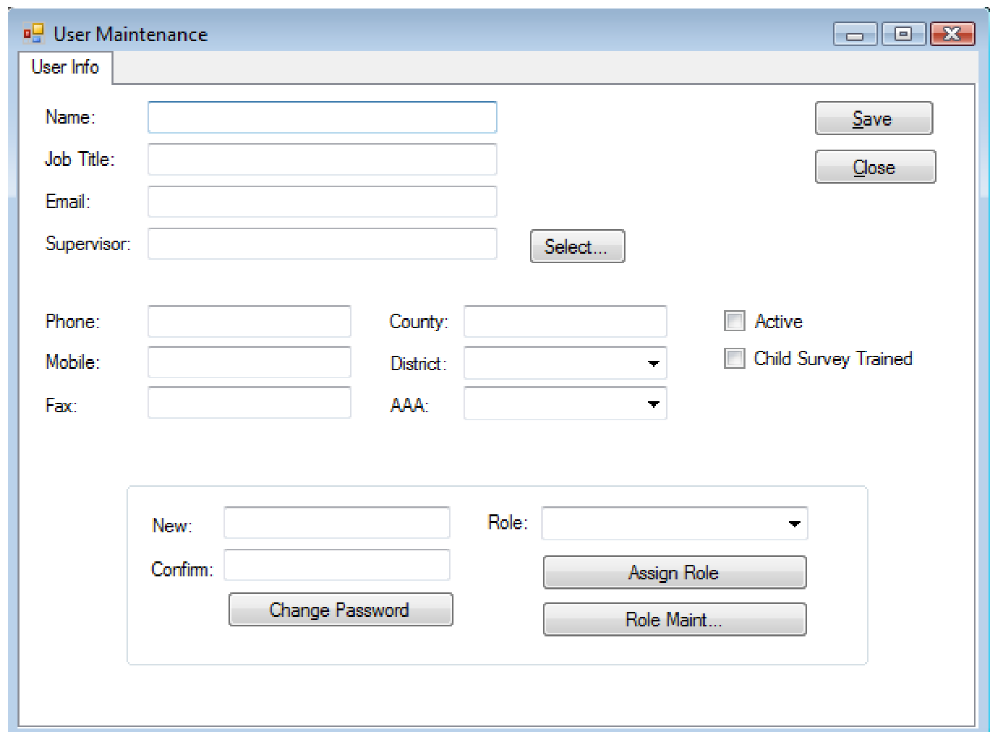


Figure 25 - Blank User Maintenance Input Window

Configuration

There are two tabs in the Configuration window:

- Configuration
- System Codes

Configuration Tab

The Configuration tab ***(Figure 26)*** allows the administrator view or change information about the Primary Coordinator.

The Configuration Tab also allows the administrator to set

- Days Between Survey
- Margin of Error
- Confidence Level percentage
- Response Distribution Percentage
- Quarter
- Number of days to retain the Log

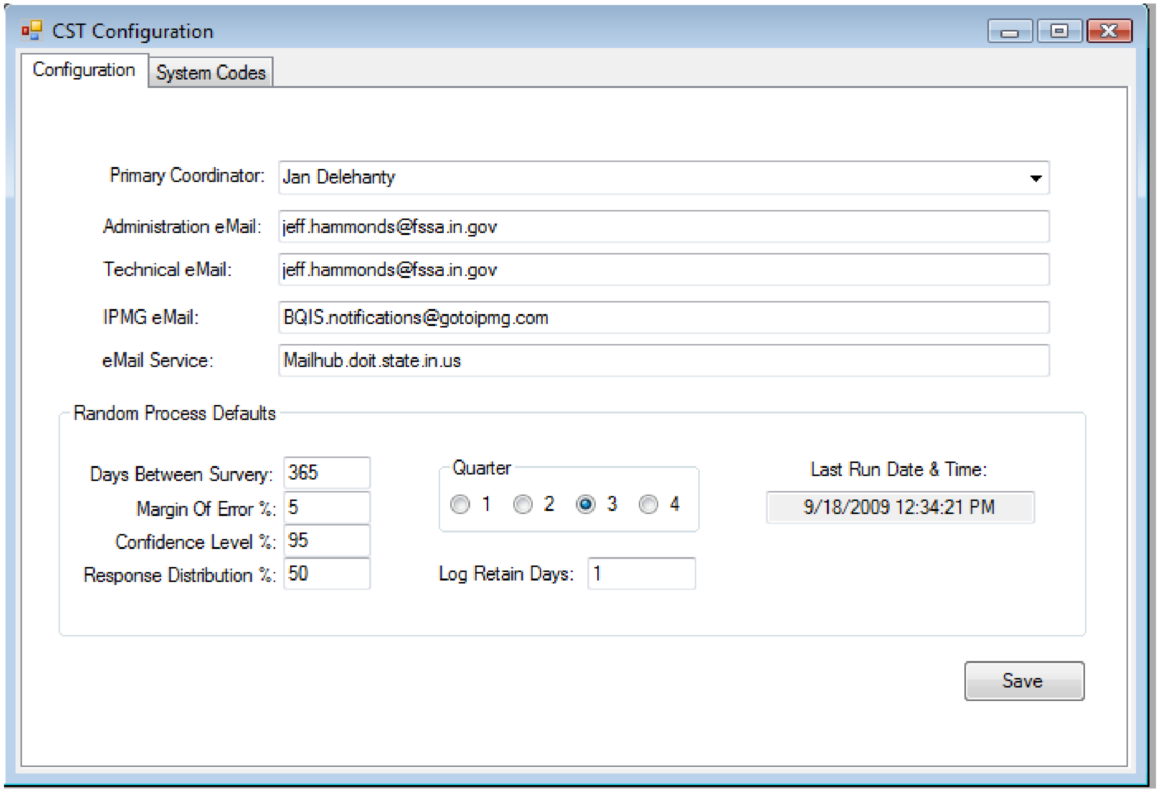


Figure 26 - Configuration Tab

System Codes

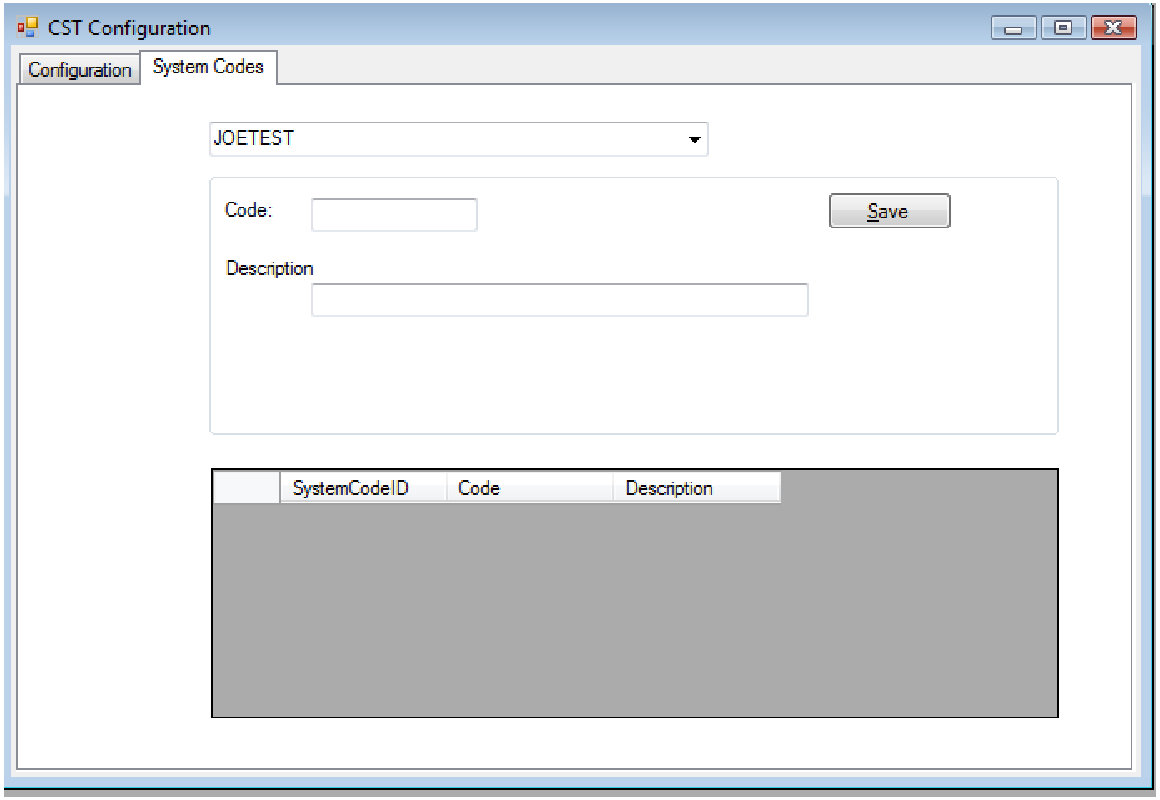


Figure 27 - Administrator Configuration System Code Tab

Samples

On the Admin Screen click Samples to open the **Survey Initiate Window** ***(Figure 28)***.

It is from the Survey Initiate Window that the Administrator creates surveys.

There are two types of surveys that CST can generate:

- A Random Survey
- A Specific Survey

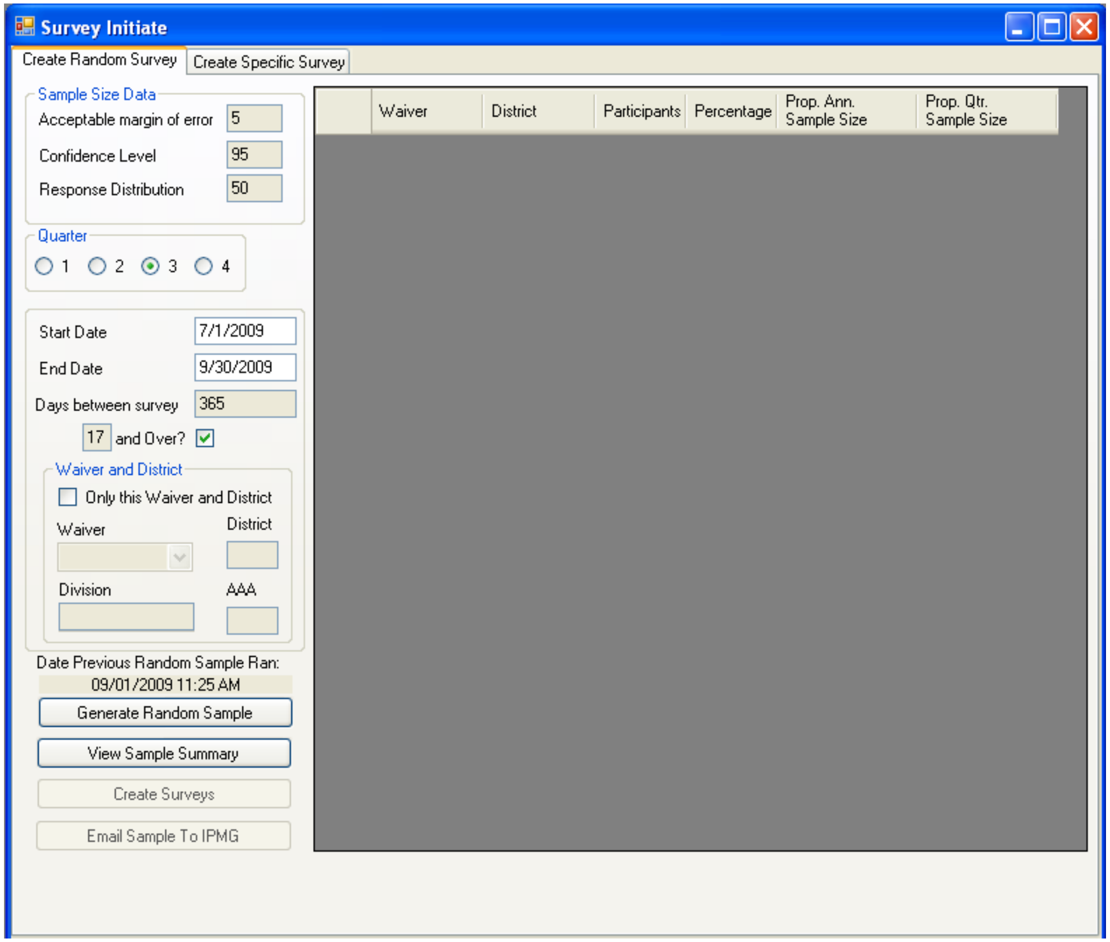


Figure 28 - Survey Initiate Window

Create Random Survey Tab

To set the survey parameters for a Random Survey, from the Admin Samples menu select **Random Sample**.

Some of the parameters for a Random Survey are input under the **Admin. Configuration option**. These include:

- Sample Size Data
- Quarter
- Days between survey

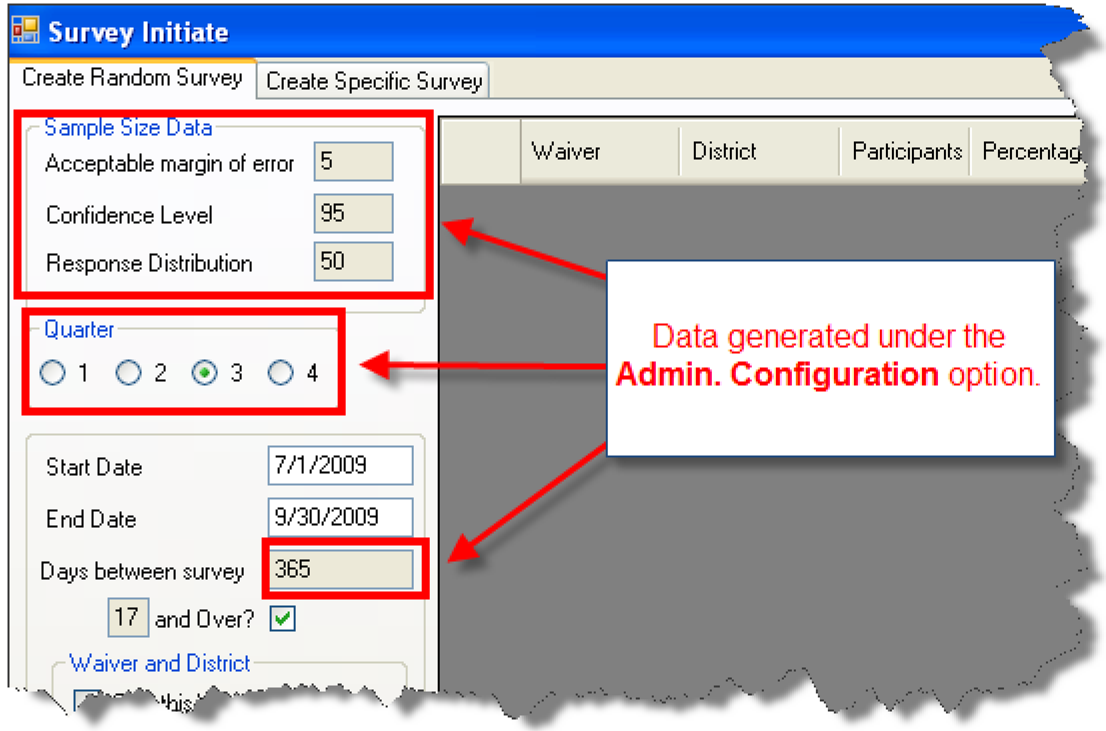


Figure 29

From this window the Administrator can set the **Start** and **End Date** of the Survey.

In addition, the Administrator can create **Surveys by Waiver**, **District** and **Division**.

To make these fields active, click in the **Only this Waiver and District** check box ***(Figure 30)***.

Once the fields are active, select the type of Waiver from the drop-down menu ***(Figure 31)*** and enter the District, Division and AAA in the appropriate fields.

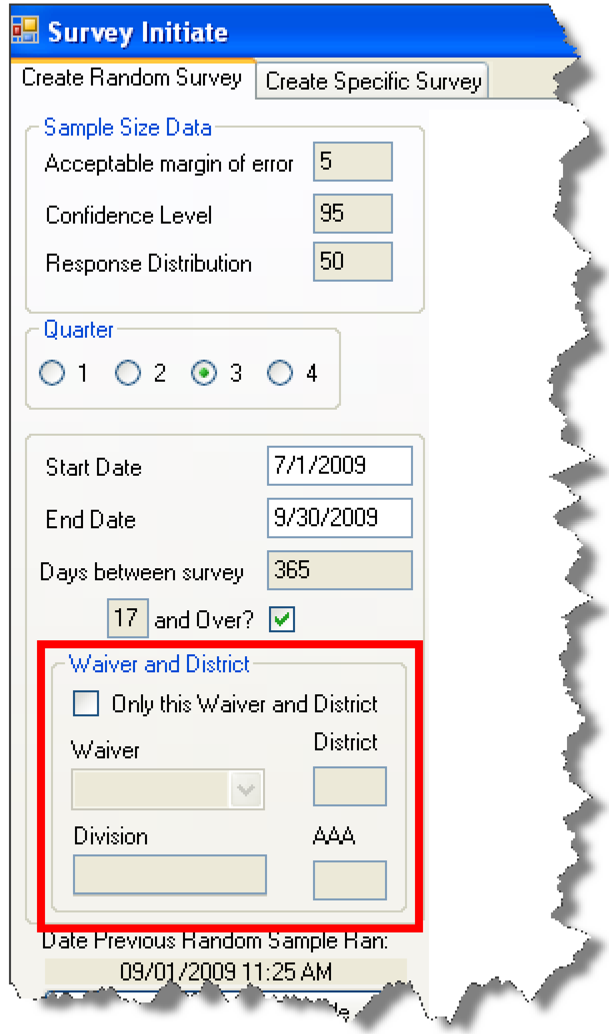


Figure 30 - Waiver and District Option

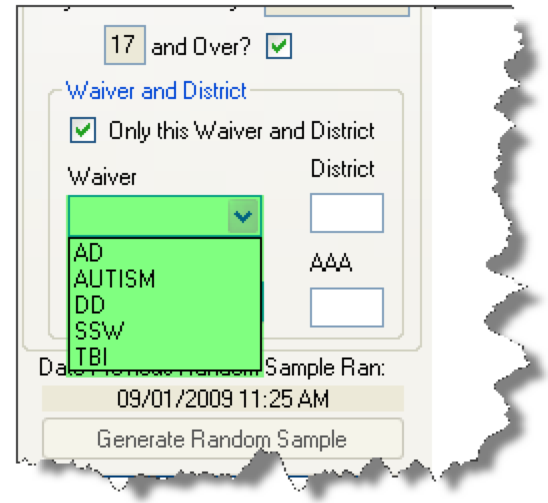


Figure 31 - Waiver Drop-down Menu

The area at the bottom of the screen ***(Figure 32)*** allows the Administrator to perform the following addition tasks:

- View the date the previous random sample was run
- Generate a Random Sample
- View a Sample Summary

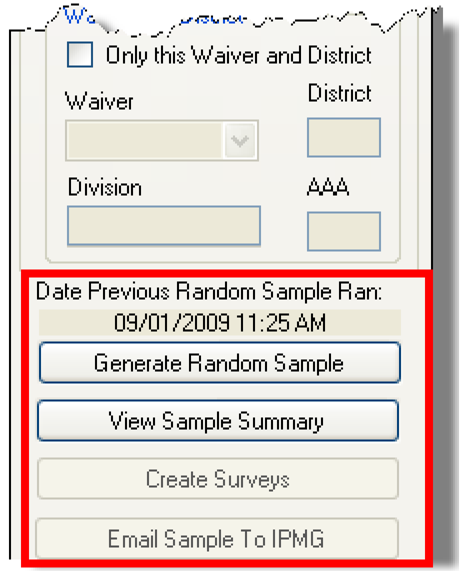


Figure 32 - Additional Options

After the Random Sample has been Generated the buttons labeled:

- Create Surveys and
- Email Sample to IMPG

…become active.

Note: *When the* ***Create Random Survey tab*** *displays the* ***Create Specific Survey tab*** *is also visible so that the Administrator can readily access the Create a Specific Survey option* ***(Figure 33)***.

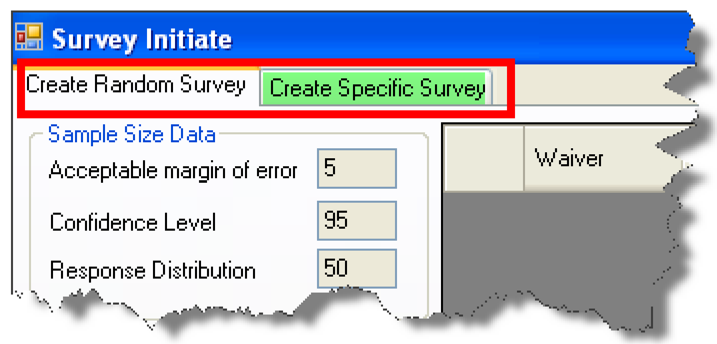


Figure 33 - Both Sample Tabs Visible

Create Specific Survey Tab

To set the survey parameters for a specific survey type, from the Admin Samples menu select **Create Specific Survey**.

The **Create Specific Survey** window will display ***(Figure 34)***.

The Administrator can select the Survey type ***(Figure 35)*** and the Reason for the Survey ***(Figure 36)*** from the drop-down menus

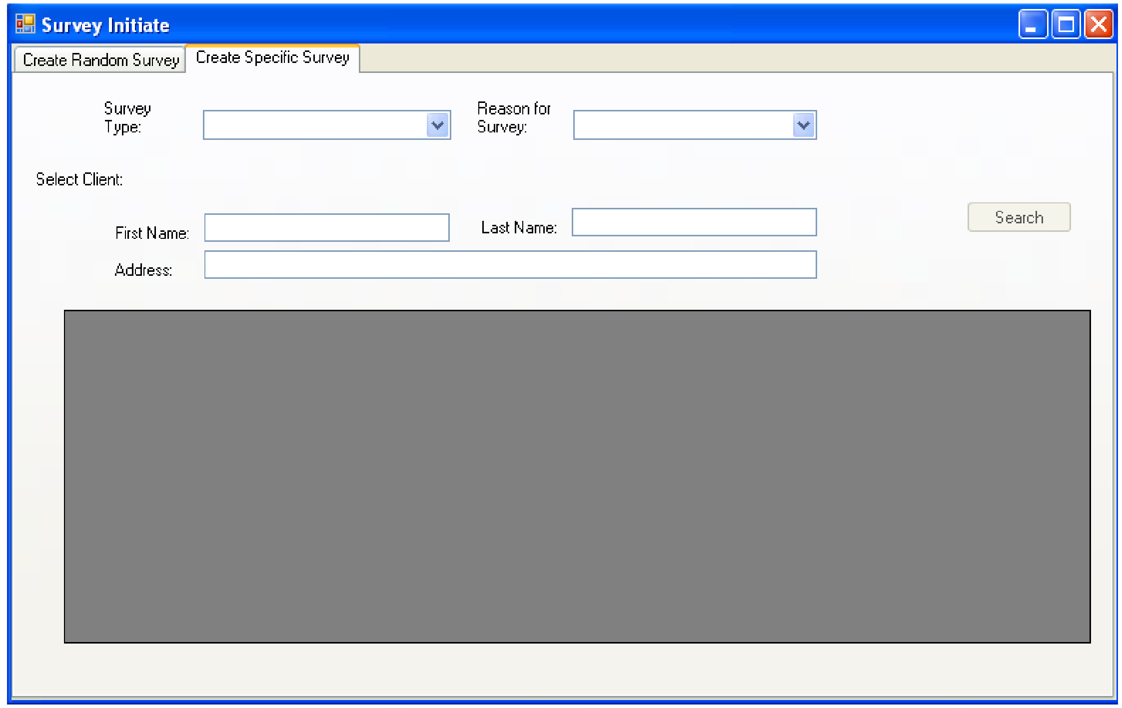


Figure 36 –Create Specific Survey Tab

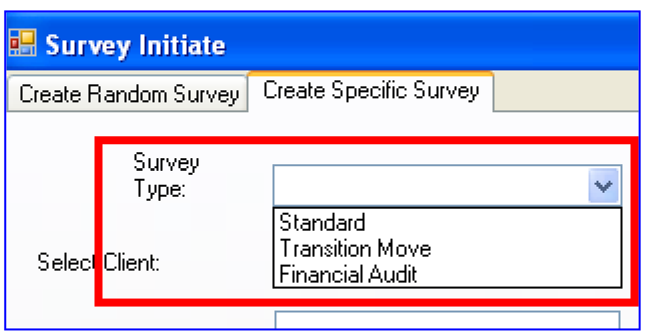


Figure 35 - Survey Type

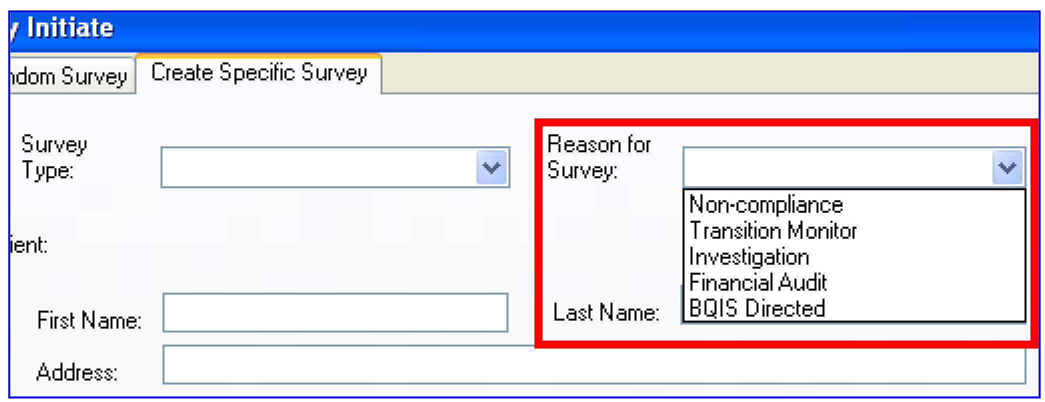


Figure 34 – Reason for Survey Drop-down Menu

To create a specific survey for a specific client, enter the search criteria into the First Name, Last Name, Address or a combination of the three fields. Then click the Search button. *(Figure 37)*

A list of clients will display in the search results window.

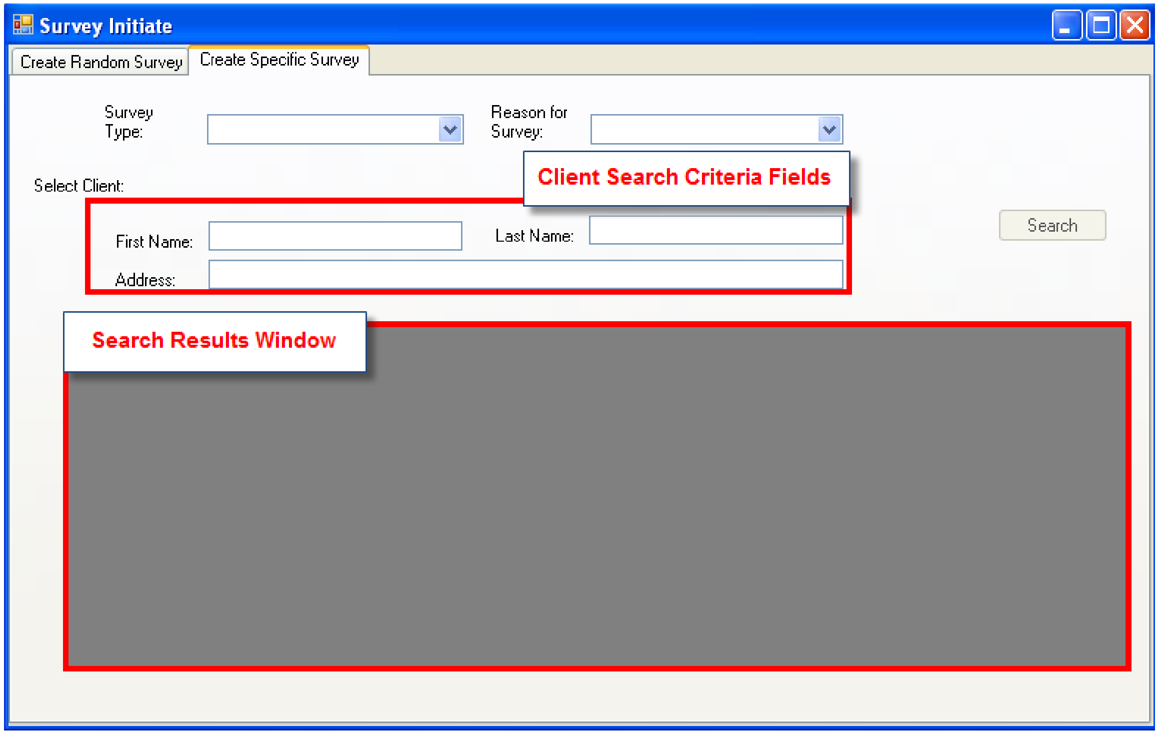


Figure 37 - Client Search Window

Survey Maintenance

From the Admin drop-down menu at the top of the screen, select **Survey Maintenance** to open the Survey Picker Window *(Figure 38)*.

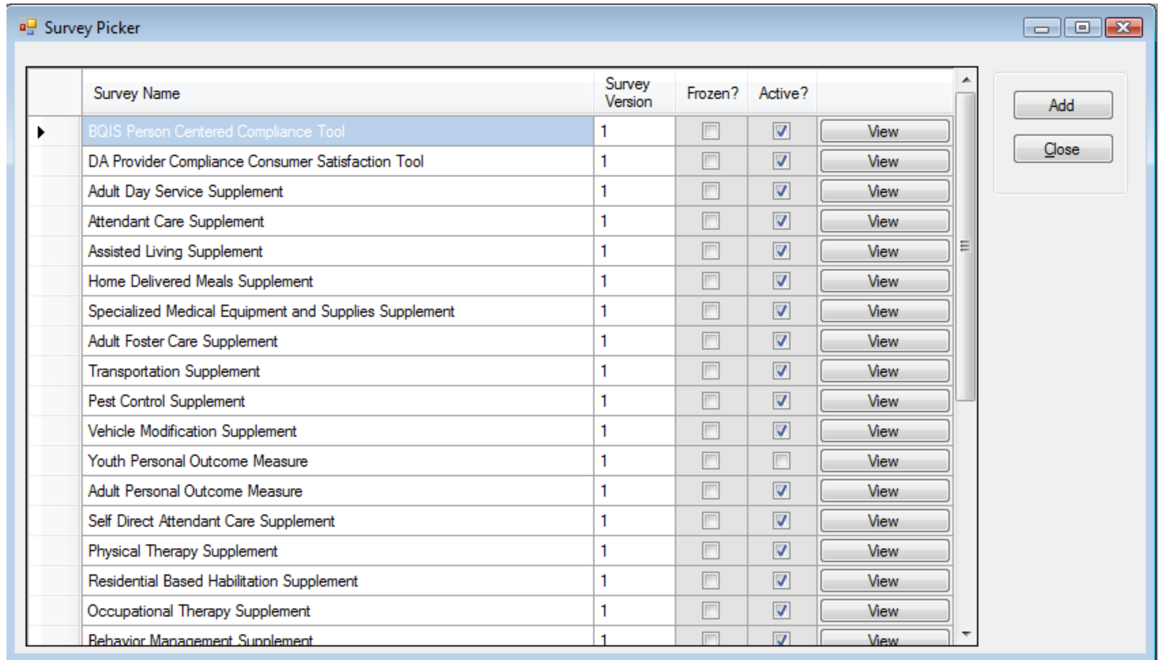


Figure 38 - Survey Picker Window

Survey Picker fields

- **<u>Survey Name</u>** – Displays a list of Surveys created in CST ***(Figure 39)***.

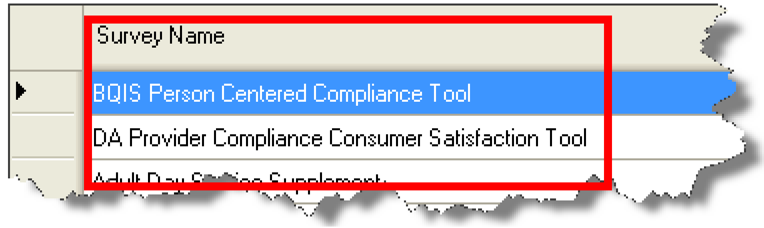


Figure 39 - Survey Picker Fields - Survey Name

- **<u>Survey Version</u>** – Denotes the current version of the selected survey ***(Figure 40)***.

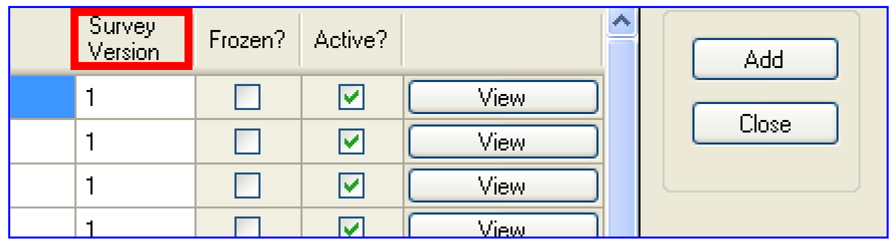


Figure 40 - Survey Picker Fields - Survey Version

- **<u>Frozen?</u>** – A check mark in the **Frozen field** indicates that the survey is frozen. If there is not check mark in the field, the survey is not frozen ***(Figure 41)***.

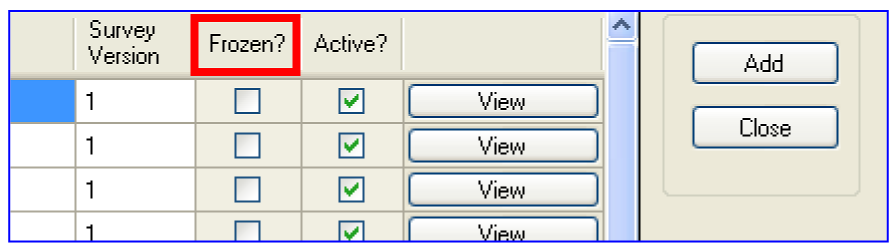


Figure 41 - Survey Picker fields - Frozen?

- **<u>Active</u>** – A check mark in the Active field indicates that the survey is active. If there is not check mark in the field, the survey is inactive.

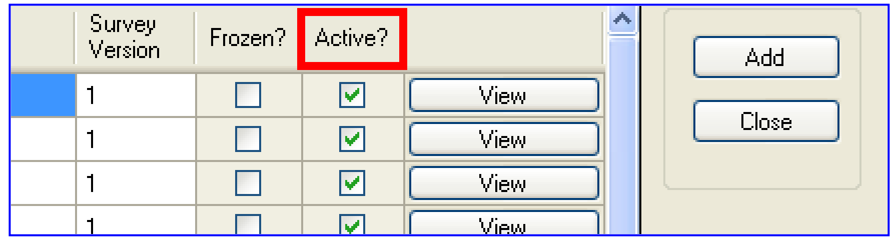


Figure 42 - Survey Picker Fields - Active Field

- **<u>View Button</u>** – This button allows the administrator to view the Survey in the Survey Questions Form. From the Survey Questions Form the administrator set s both the Frozen? and the Active? fields.

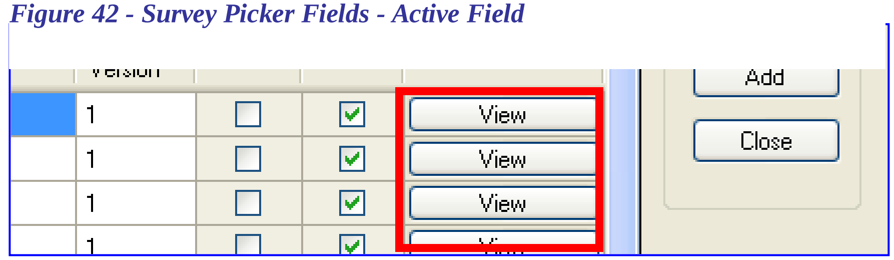
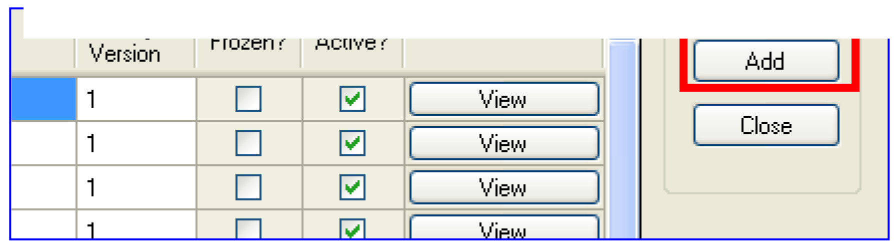


Figure 43- Survey Picker Fields - View Button

- **<u>Add Button</u>** – This button allows the administrator to add a survey.



- Close Button – Closes the screen.

Figure 44 - Survey Picker Fields - Add Button

Maintenance

Items that can be maintained with the Maintenance function include:

- Client/Provider maintenance Screen via the Client Option
- Regulations Form
- Survey Status Types
- Survey Types
- Survey Activity Types

Client Option

Selecting the Client option from the Admin Maintenance Menu opens the **Client/Provider Maintenance Screen** *(Figure 45)*.

The administrator maintains and updates client, provider and case manager information from this window.

The Client/Provider Maintenance window is discussed in detail in the Primary Coordinator Section under Admin/Clients menu.

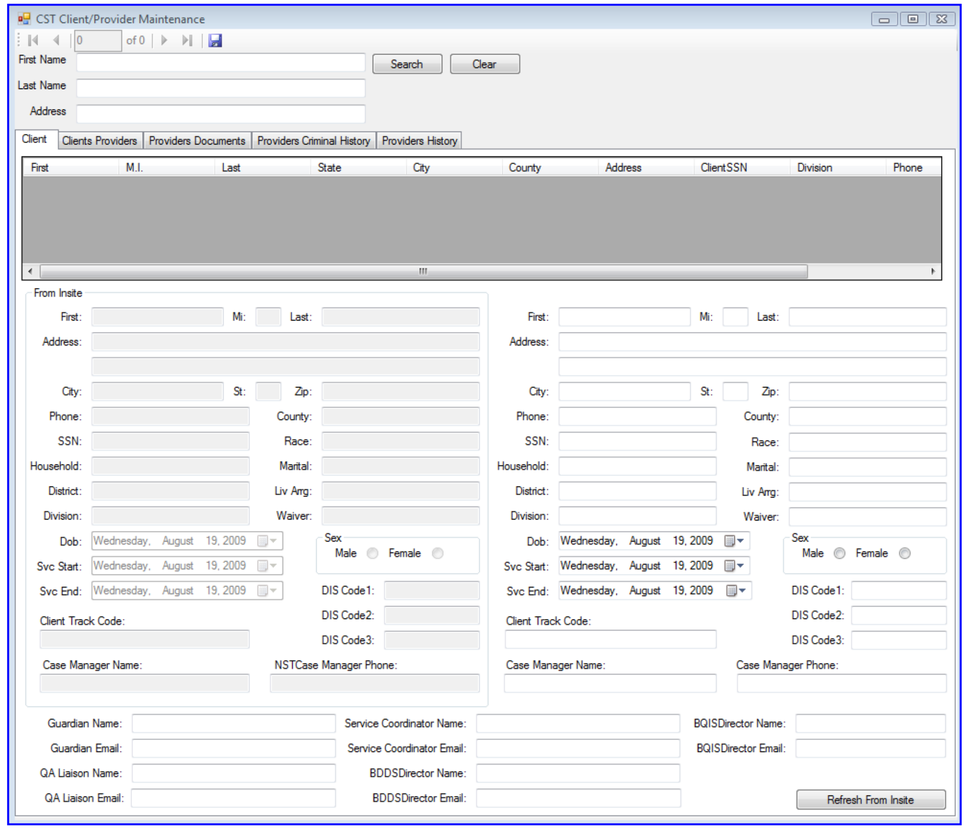


Figure 45 - Client/Provider Maintenance Screen

Regulations Form

(Figure 46).

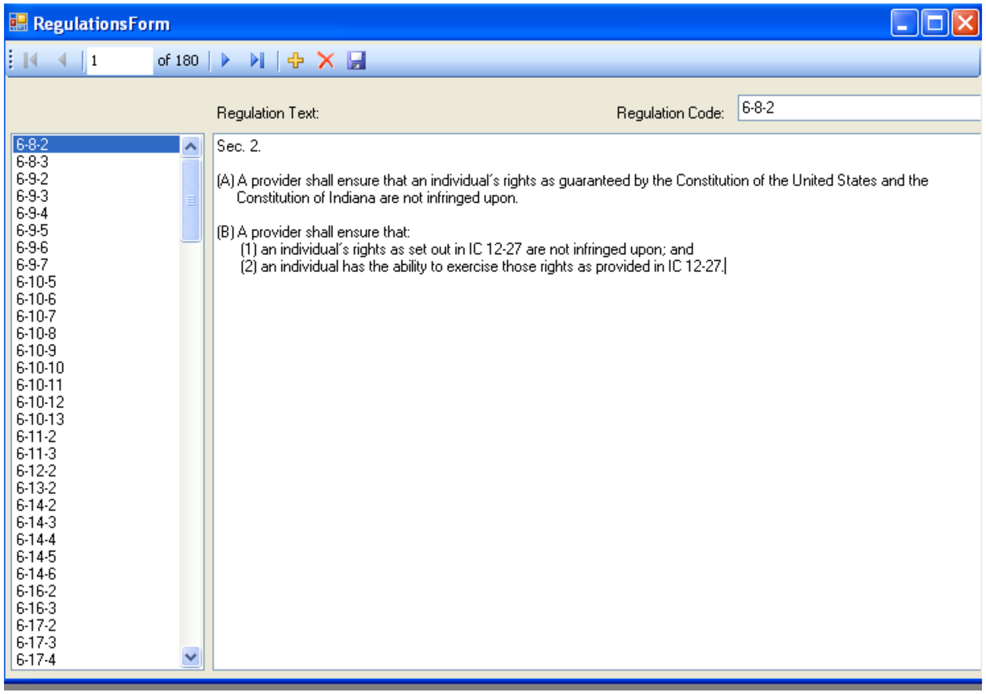


Figure 46 - Regulations Form

Survey Status Types

(Figure 47)

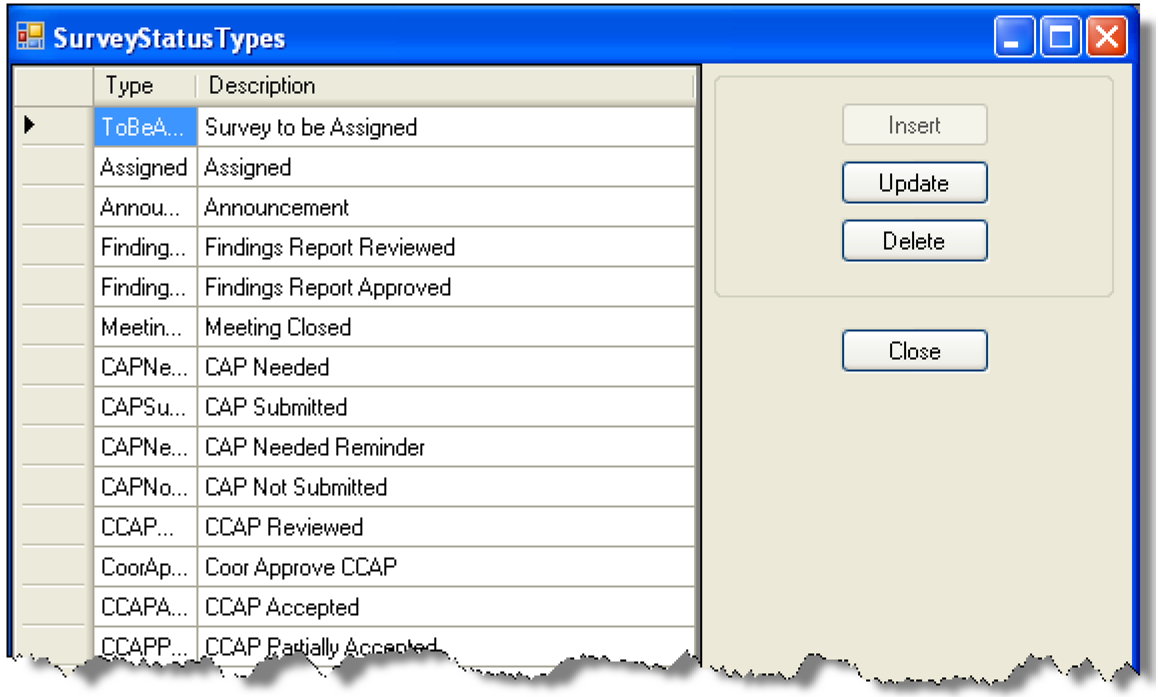


Figure 47 - Survey Status Types

Survey Types

(Figure 48).

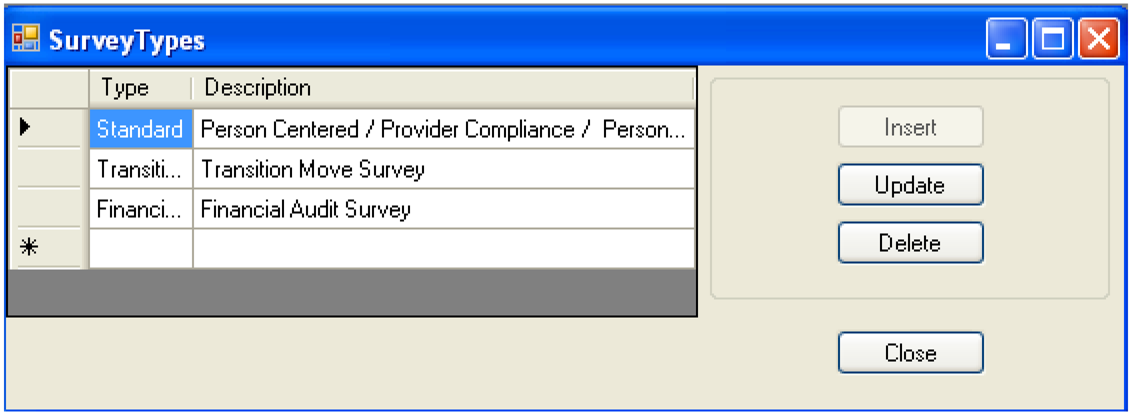
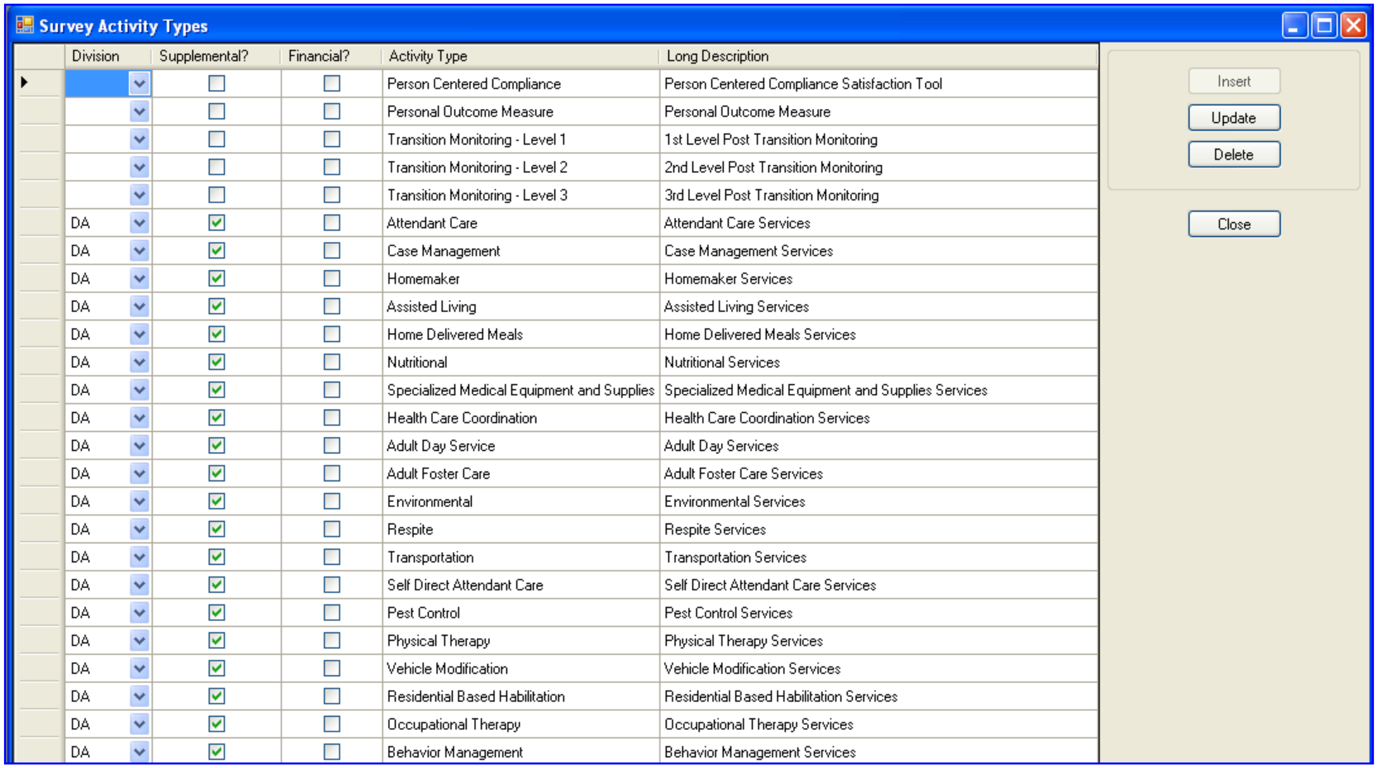


Figure 48 - Survey Types

Survey Activity Types

(Figure 49)



Division	Supplemental?	Financial?	Activity Type	Long Description
	unchecked	unchecked	Person Centered Compliance	Person Centered Compliance Satisfaction Tool
	unchecked	unchecked	Personal Outcome Measure	Personal Outcome Measure
	unchecked	unchecked	Transition Monitoring - Level 1	1st Level Post Transition Monitoring
	unchecked	unchecked	Transition Monitoring - Level 2	2nd Level Post Transition Monitoring
	unchecked	unchecked	Transition Monitoring - Level 3	3rd Level Post Transition Monitoring
DA	checked	unchecked	Attendant Care	Attendant Care Services
DA	checked	unchecked	Case Management	Case Management Services
DA	checked	unchecked	Homemaker	Homemaker Services
DA	checked	unchecked	Assisted Living	Assisted Living Services
DA	checked	unchecked	Home Delivered Meals	Home Delivered Meals Services
DA	checked	unchecked	Nutritional	Nutritional Services
DA	checked	unchecked	Specialized Medical Equipment and Supplies	Specialized Medical Equipment and Supplies Services
DA	checked	unchecked	Health Care Coordination	Health Care Coordination Services
DA	checked	unchecked	Adult Day Service	Adult Day Services
DA	checked	unchecked	Adult Foster Care	Adult Foster Care Services
DA	checked	unchecked	Environmental	Environmental Services
DA	checked	unchecked	Respite	Respite Services
DA	checked	unchecked	Transportation	Transportation Services
DA	checked	unchecked	Self Direct Attendant Care	Self Direct Attendant Care Services
DA	checked	unchecked	Pest Control	Pest Control Services
DA	checked	unchecked	Physical Therapy	Physical Therapy Services
DA	checked	unchecked	Vehicle Modification	Vehicle Modification Services
DA	checked	unchecked	Residential Based Habilitation	Residential Based Habilitation Services
DA	checked	unchecked	Occupational Therapy	Occupational Therapy Services
DA	checked	unchecked	Behavior Management	Behavior Management Services

Figure 49 - Survey Activity Types

Primary Coordinator Tasks

The grid below links Primary Coordinator tasks to explanations of how to perform these tasks in the CST system.

Administrator Tasks	***User Guide Reference***
Assigns surveys to Surveyors and coordinators	
Notifies Surveyors/Coordinators of their assignments	
Assigns Surveyors to coordinators	

Primary Coordinator Menus

This section discusses the menu selections used by the Primary Coordinator, i.e. Case Administrator.

Case Administrator

From the **Case Administrator screen** *(Figure 50)* the Primary Coordinator can

- assign cases to surveyors and coordinators
- assign surveyors to coordinators

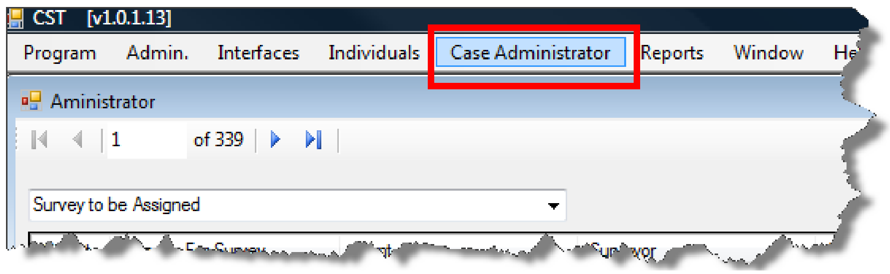


Figure 50- Select Case Administrator from the menu bar

The **Survey Search field** allows you to search by Survey number.

The **Case Status Drop-down menu** displays each status a Survey can have.

The selected Status reflects the Statuses of the cases on the **List of Cases screen.**

The fields on the **List of Cases screen** are fully sort able so that you may sort the list by

- Survey
- Sample Date
- Reason for Survey
- Client
- Surveyor
- Coordinator
- Case Manager
- District
- County
- Waiver
- Division
- AAA

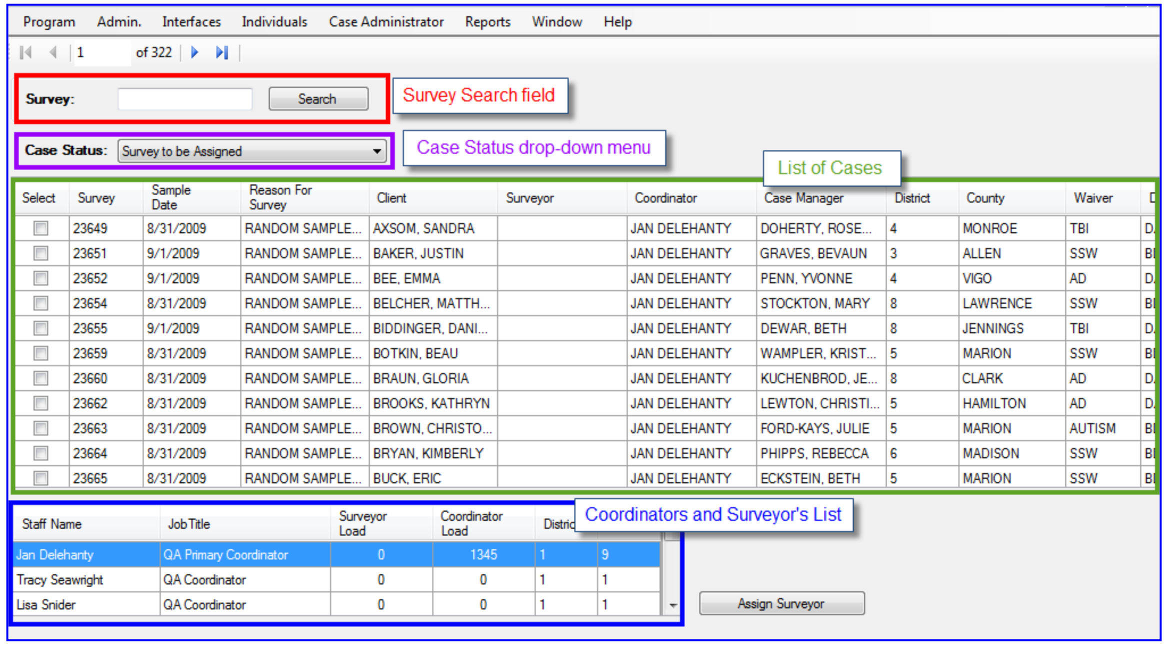


Figure 51 - The Case Administrator Screen

The **Coordinators and Surveyors List** displays

- Staff member's name
- Staff member's Job Title
- Surveyor/Coordinator's Current Survey Case Load
- Coordinator's Surveyor Case Load
- District
- AAA

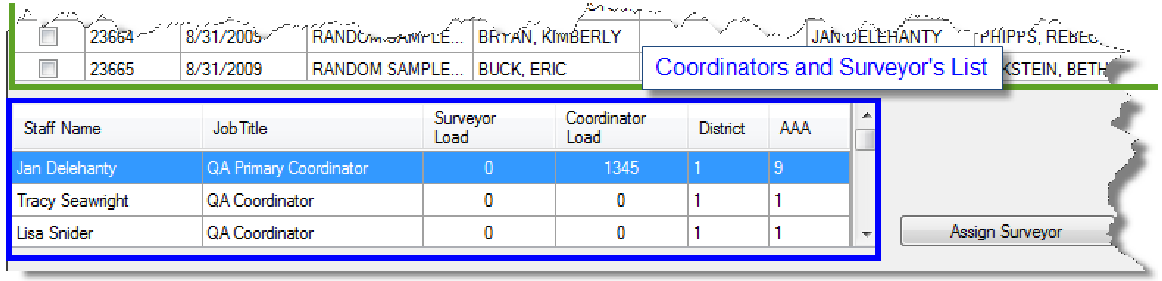


Figure 52 –Case Administrator Screen – Coordinators and Surveyor's List

Assign a Survey

To assign a survey to a surveyor, make sure the Status drop-down menu displays **Survey to be Assigned** ***(Figure 53)***.

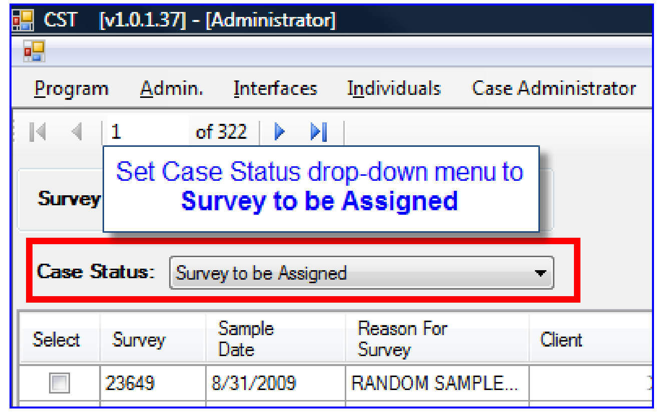


Figure 53 - Survey to be Assigned

In the **List of Cases window** select a case ***(Figure 54)*** that you want to assign to a surveyor (or coordinator) by clicking in the check box in the Select field next to the case you want to select.

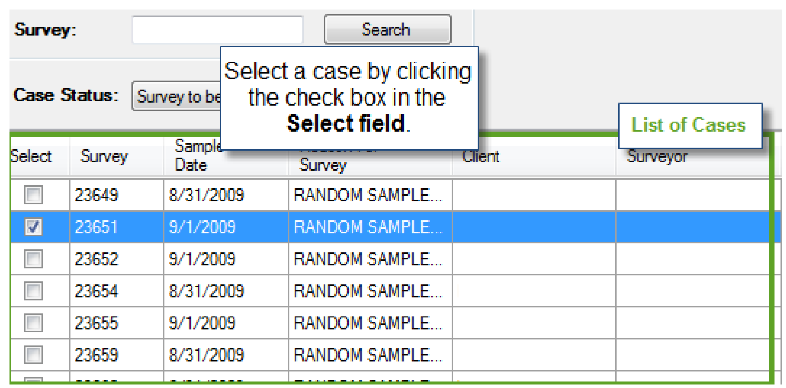


Figure 54 - Select a Case

To view the details of a case, select the case from the list of cases ***(Figure 55)*** and click the **View button** below the list of cases.

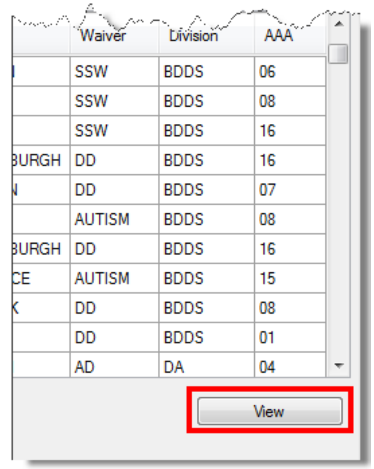


Figure 55 - View Button

In the **List of Surveyors and Coordinators** window select a surveyor or coordinator ***(Figure 56)***.

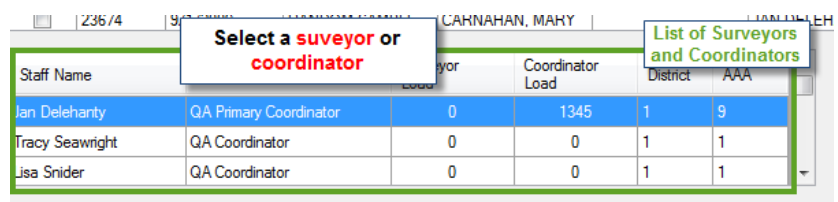


Figure 56 - List of Surveyors and Coordinators

To assign the surveyor or coordinator to the case, click the **Assign button** *(Figure 57)*.

Once the Assign button is clicked, the case status changes to **Assigned**. To view the Assigned case select **Assigned** from the **Status Drop-down menu** *(Figure 58).*

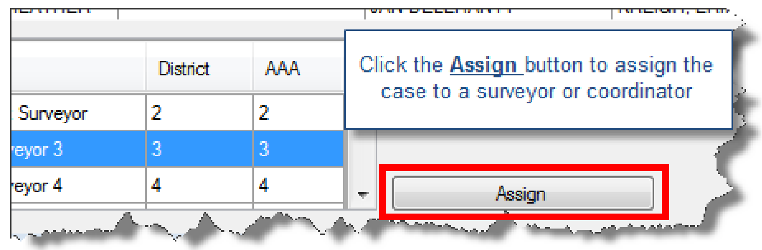


Figure 57 – Assign Button

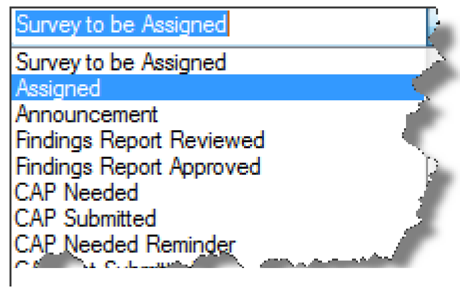


Figure 58 – Status Drop-down menu

The case now appears in the list of assigned surveys with the Surveyor assigned *(Figure 59)*.

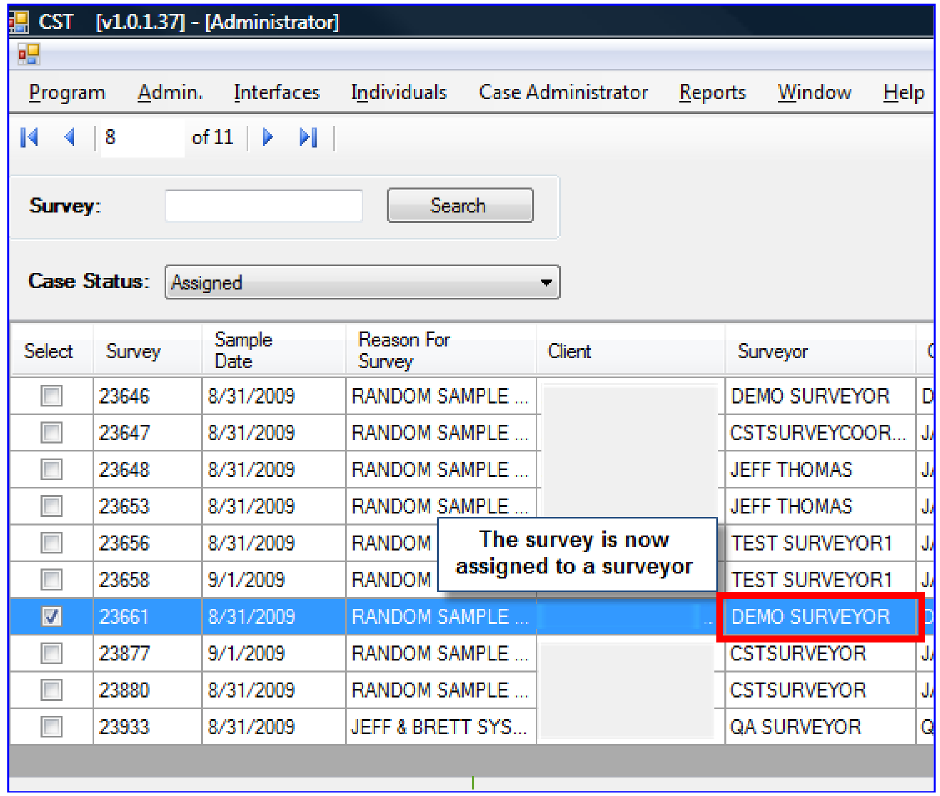


Figure 59 - Assigned Surveys

Notify Surveyors/Coordinators of Assignments

When the survey is assigned, an email is automatically sent to the Surveyor so that she knows a survey has been assigned to her.

Assign Coordinators

To assign coordinators to surveyors make sure that **Assigned** is visible in the **Status drop-down menu** *(Figure 60)*.

> **Please Note:** *A supervisor must be assigned to the case before a Coordinator can be assigned.*

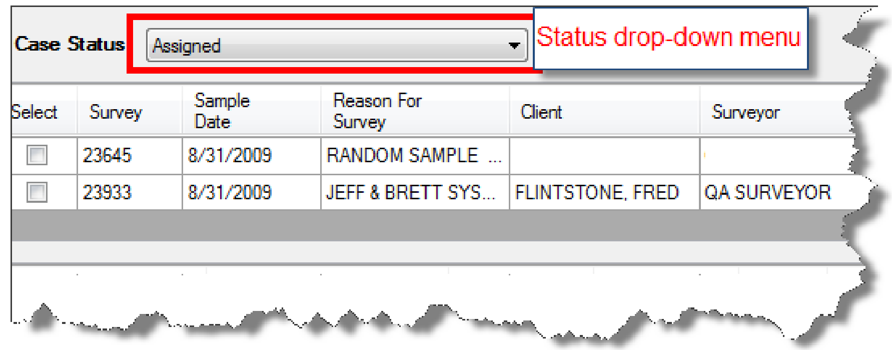


Figure 60 - Status Drop-Down Menu

Select a survey from the list by clicking the checkbox in the **Select field** to the left of the survey you want to select *(Figure 61)*.

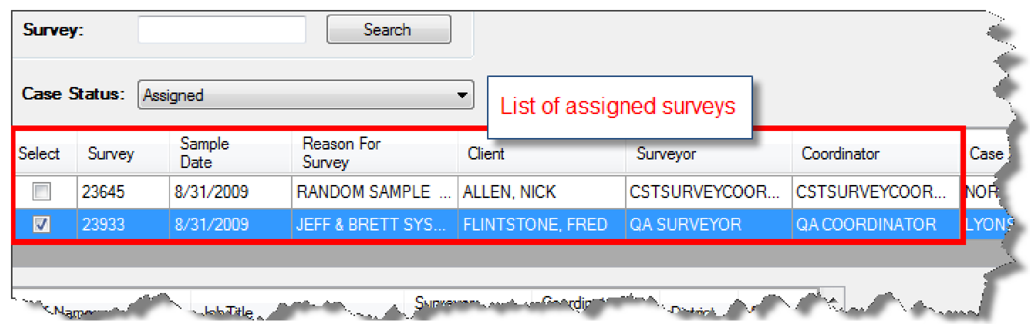


Figure 61 - List of Assigned Surveys

Highlight the coordinator from the **List of Coordinators** ***(Figure 62)***.

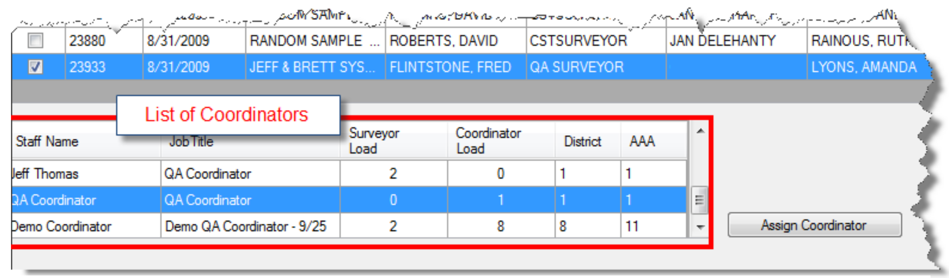


Figure 62 - List of Coordinators

To assign the coordinator to the surveyor click the **Assign Coordinator button** to the right of the List of Coordinators ***(Figure 63)***.

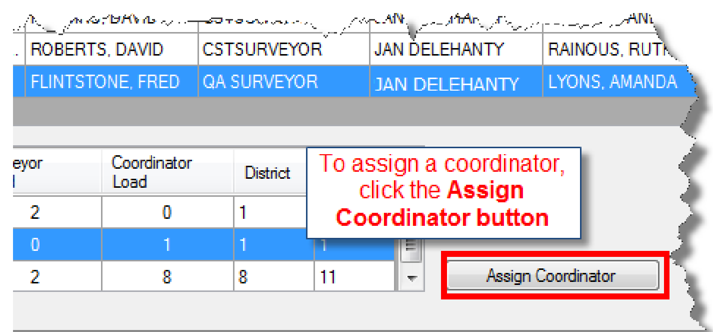


Figure 63 - Assign Coordinator

The entry in the **Coordinator field** is changed from the name of the primary coordinator to a coordinator from the list ***(Figure 64)***.

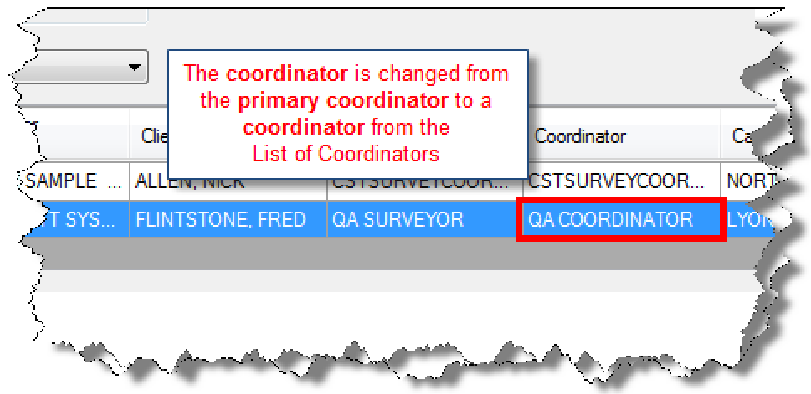


Figure 64 – Coordinator changed from primary coordinator to one from the List of Coordinators

Coordinator Tasks

The grid below links coordinator tasks to explanations of how to perform these tasks in the CST system.

Coordinator Tasks	***User Guide Reference***
Reviews Surveyor's findings	
Approves Surveyor's findings	
Performs quality review of CAPs	
Performs quality review of the follow-up verification	

Coordinator Menus

This section discusses the menu selections use by the Coordinator:

- Admin/Clients
- Coordinator Cases

Admin/Clients Menu

The **Admin. Menu** *(Figure 65)* is used to access the **CST Client/Provider Maintenance screen**. From this screen a coordinator can maintain and update client, provider and case manager information**.**

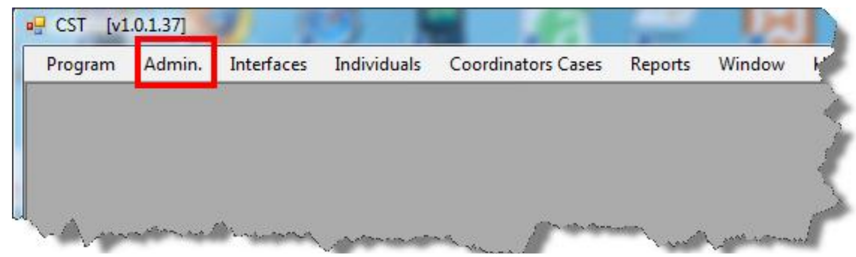


Figure 66

To view the **Client/Provider Maintenance screen**, select **Maintenance**, then **Clients** from the **Admin**. drop-down menu *(Figure 66)* to open the **CST Client/Provider Maintenance screen** *(Figure 67)*

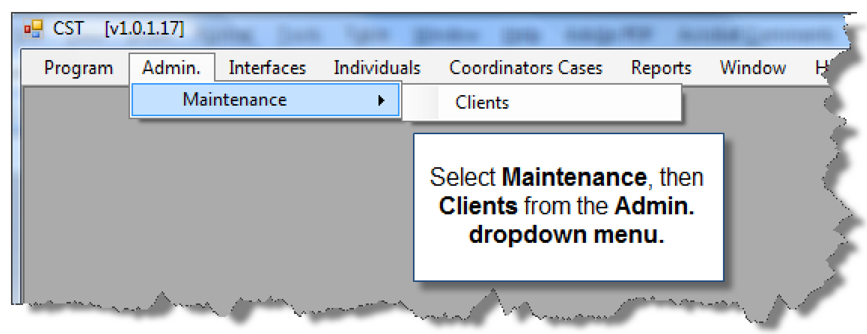


Figure 65

When the **Client/Provider Maintenance screen** opens enter client search criteria into one of the search fields and click the Search button to the right of the search fields ***(Figure 67).***

Please Note: The search will return a result with as little as a single alpha character entered into a search field.

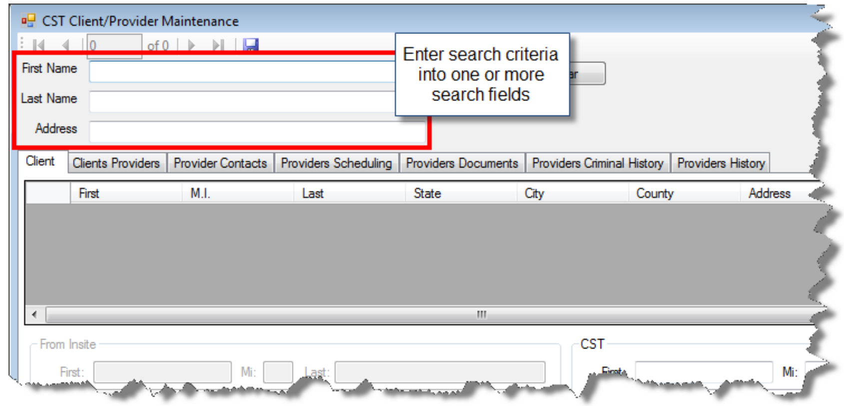


Figure 67 - Enter Search Criteria

The first tab selection tab that displays is the **Client Tab**. The other tabs are related to the Client's providers. The tabs that are displayed are:

- Clients
- Client Providers
- Provider Contacts
- Provider Scheduling
- Provider Documents
- Provider Criminal History
- Providers History

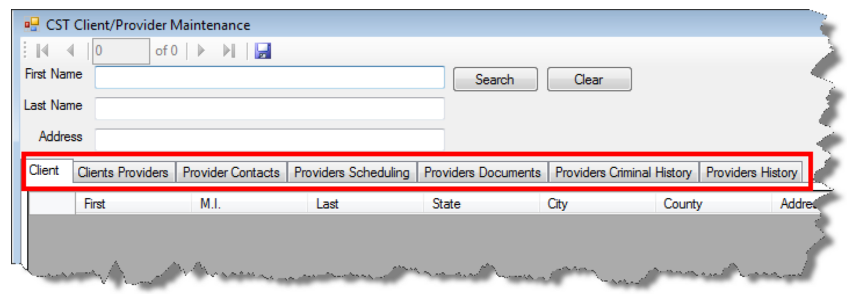


Figure 68 - Selection Tabs

The Client Tab

The **Client tab** displays contact and other information about the client.

The fields on the right side of the client screen are editable. As you acquire new information or updates to existing information, enter the information in this area of the screen.

At the bottom of the screen there are additional editable fields:

- Guardian Name
- Guardian E-mail
- QA Liaison Name
- QA Liaison E-mail
- Service Coordinator Name
- Service Coordinator E-mail
- BDDS Director Name
- BDDS Director E-mail
- BQIS Director Name
- BQIS Director E-Mail

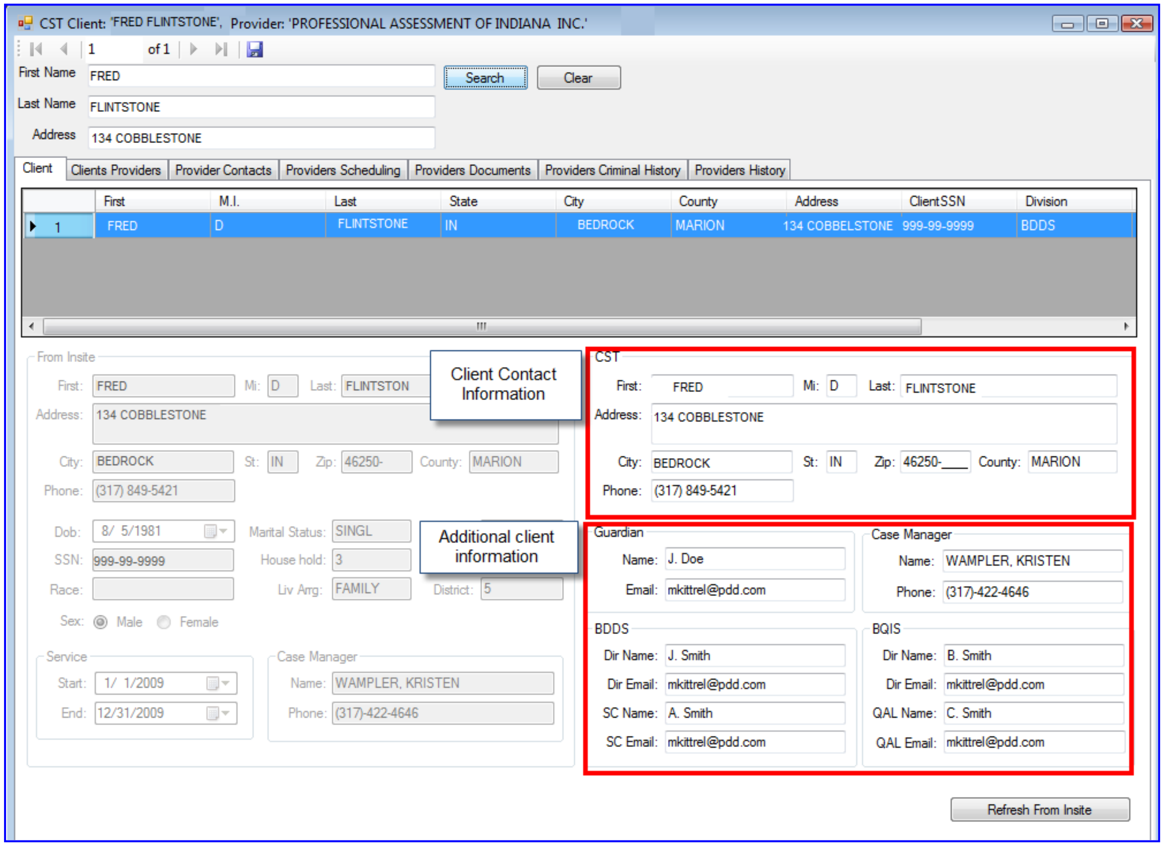


Figure 69 - The Client Tab

Client Providers Tab

The **Client Providers Tab** lists the providers for the selected client.

The information in the lower portion of the screen relates to the provider selected in the provider list in the upper portion of the screen.

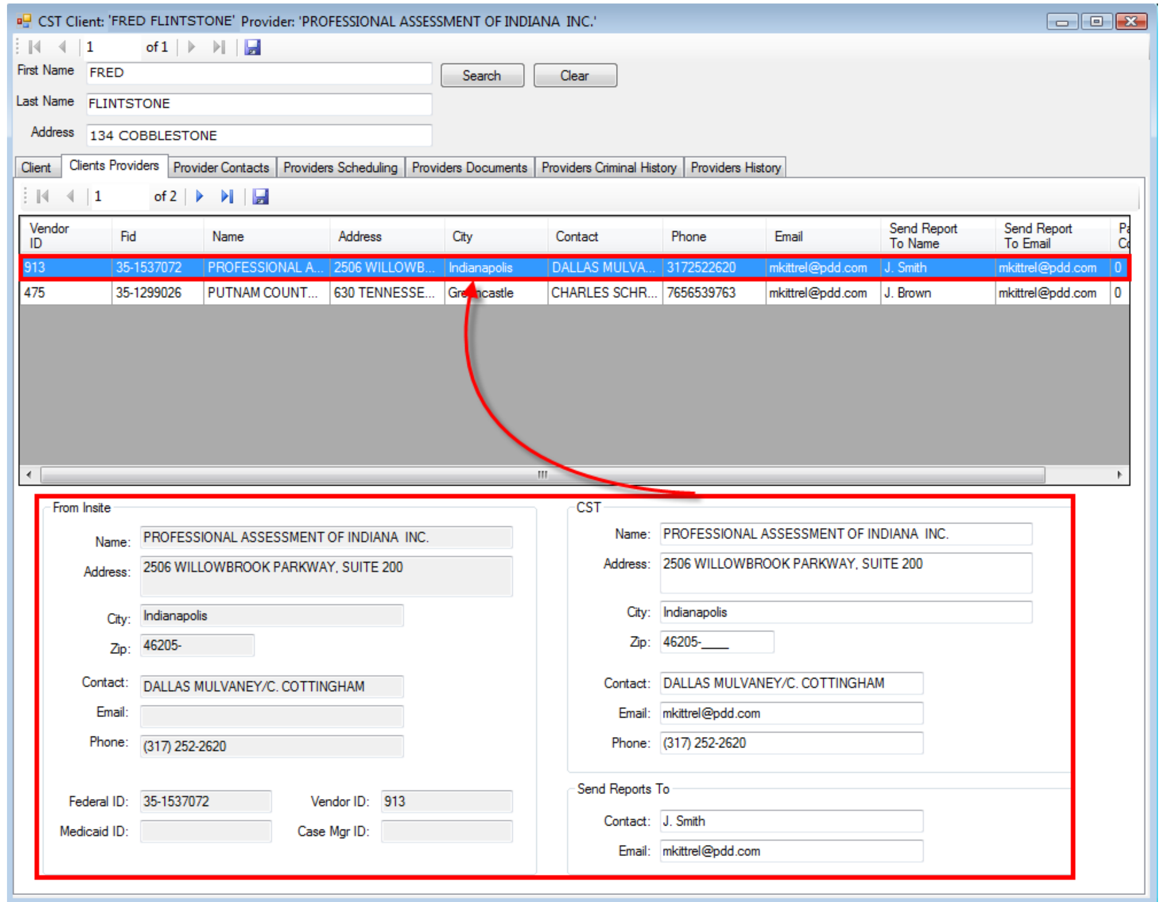


Figure 70 - Client Providers Tab

In the example at the right, the information on the subsequent tabs…

1. Provider Contacts
2. Providers Scheduling
3. Providers Documents
4. Providers Criminal History
5. Providers History

…relates to Professional Assessment of Indiana, Inc.

Please Note: The Provider's name appears at the top of the screen so that you will always be able to see which provider's information you are viewing ***(Figure 70)***.

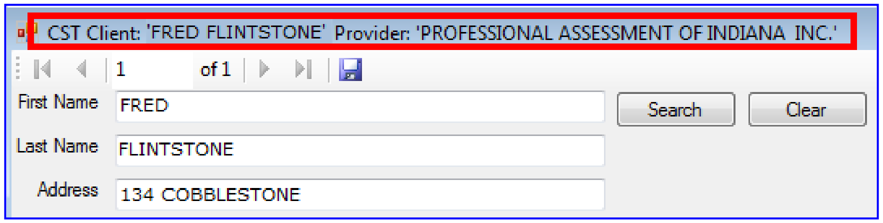


Figure 71 - Provider's Name Appears at Top of Screen

As with the Client Tab, the left portion of the screen reflects information bout the Provider from **INsite**. The information in this area of the **Client Providers Tab** cannot be edited and its fields are grayed out.

The information on the right side of the screen can be edited so that missing Provider information can be added or old information can be updated.

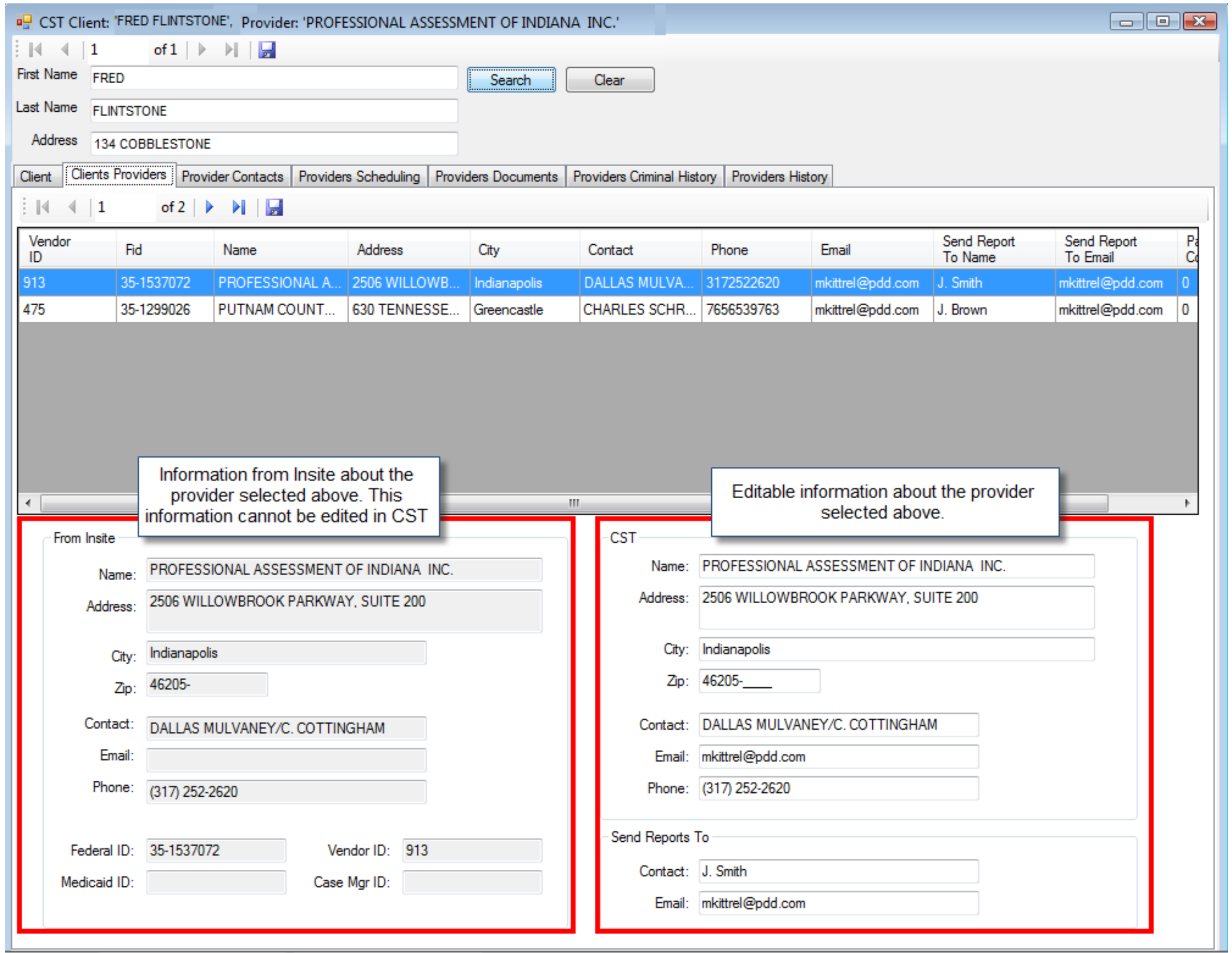


Figure 72 - Clients Providers Tabs

Provider Contacts

Use the Provider Contact screen *(Figure 73)* to add provider contact information.

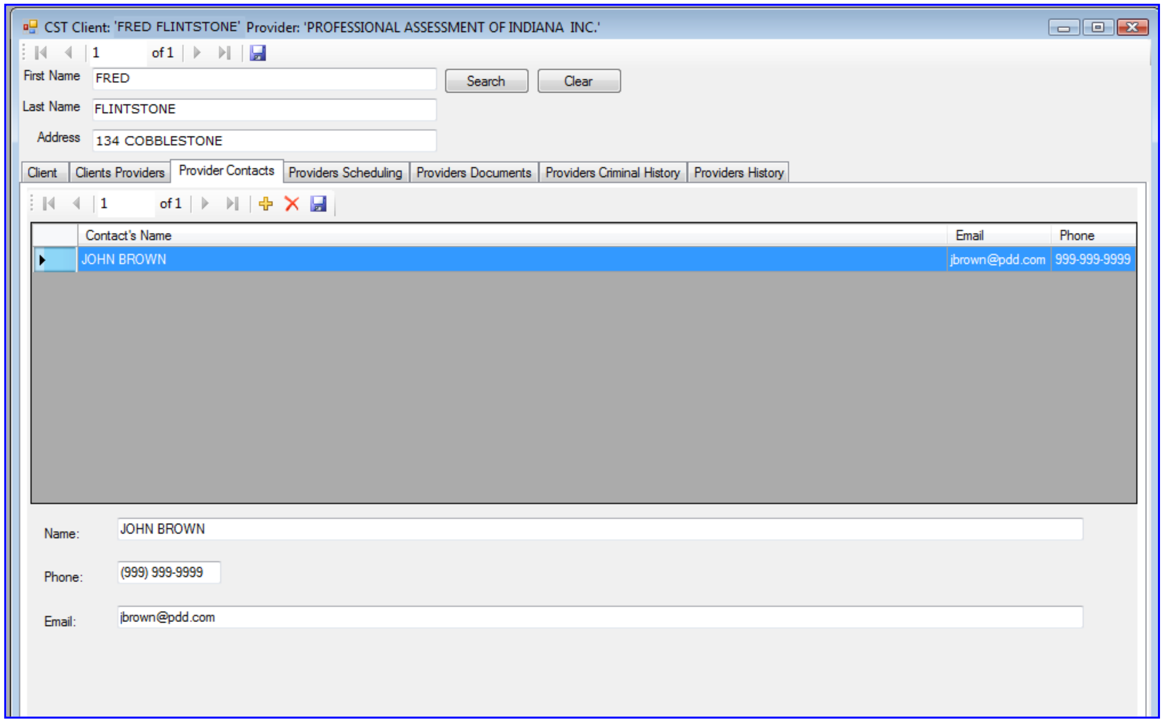


Figure 73 - Provider Contacts Screen

Enter a Provider Contact

To enter a new contact:

1. Click the plus sign.
2. Enter the Contact's name, phone number and e-mail address in the lower portion of the screen.
3. Click the Save icon.

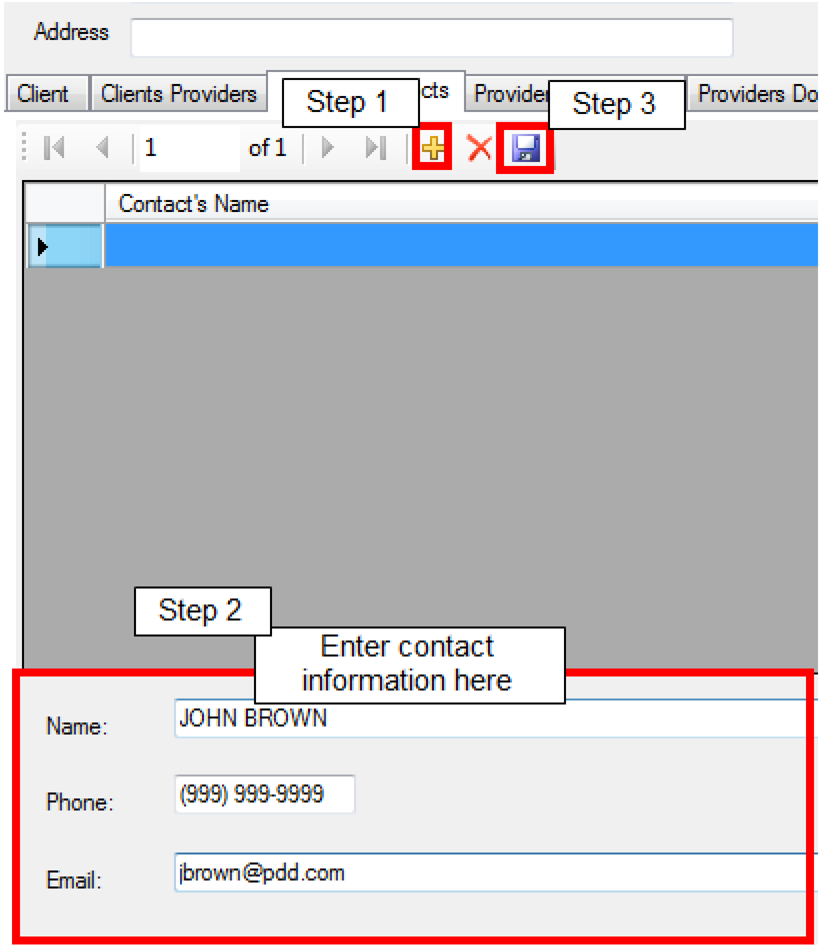


Figure 74 - Enter a Provider Contact

When the contact information has been successfully saved, the contact's information will appear in the upper portion of the screen.

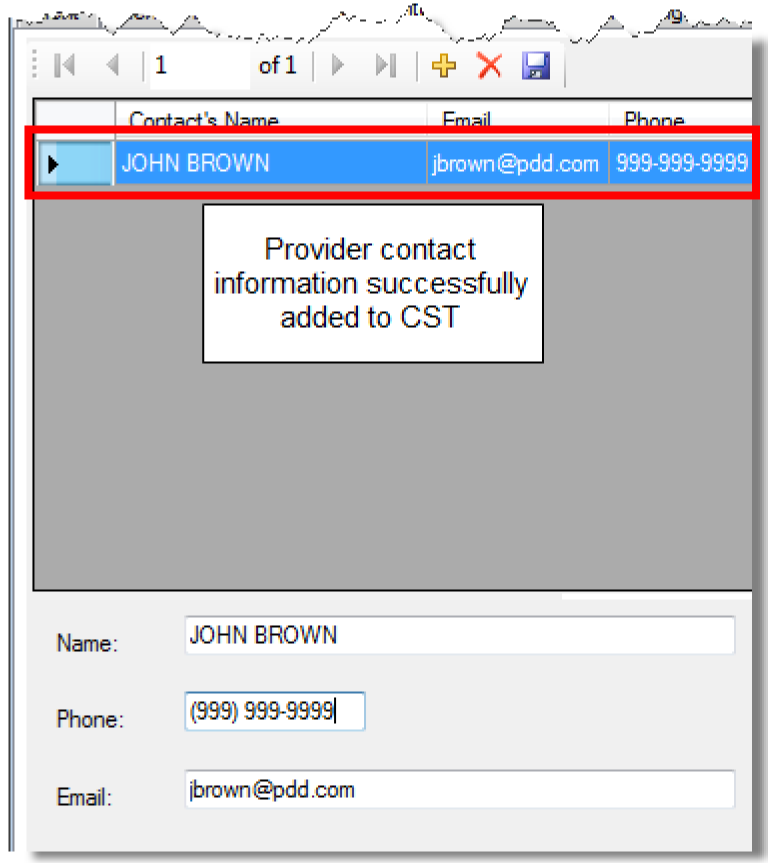


Figure 75 - Provider Contact Successfully Added to CST

Provider Scheduling Tab

The Provider Scheduling tab allows the Coordinator to view information about the when and where the Survey will take place as well as any pertinent notes.

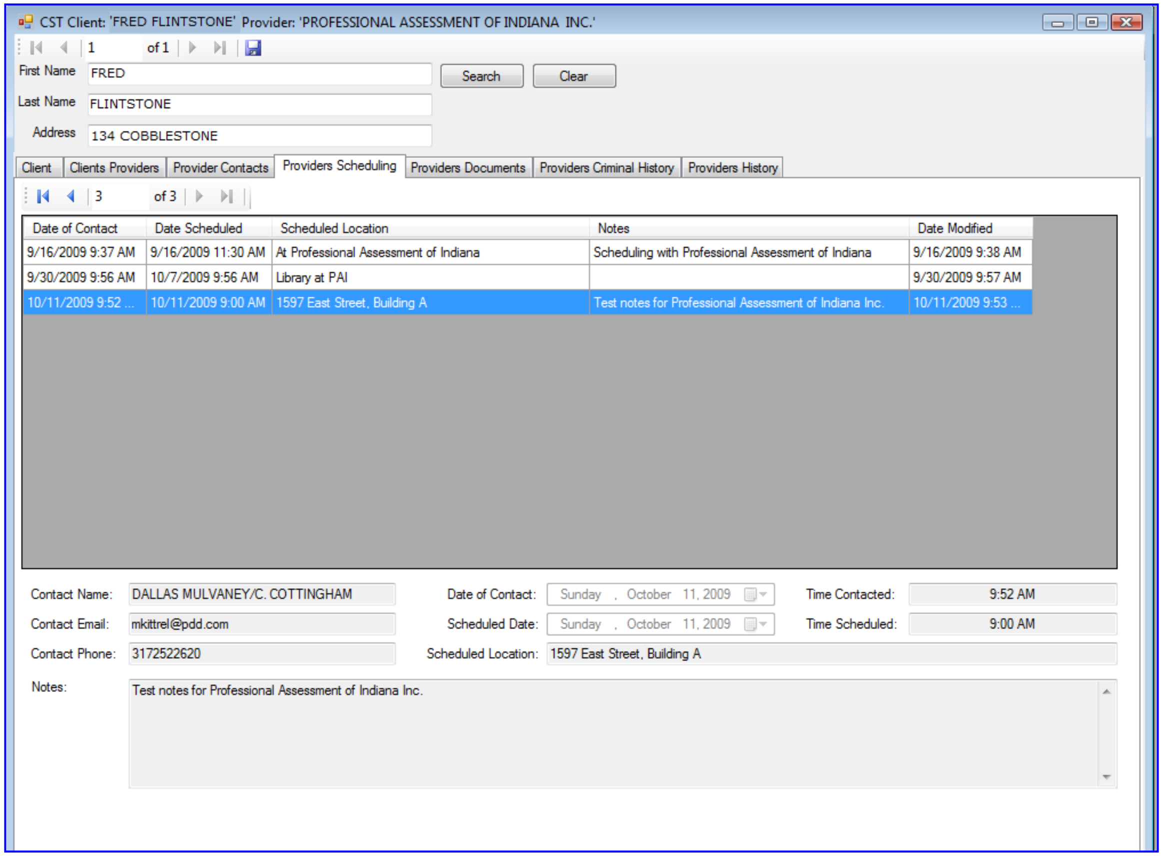


Figure 76 - Providers Scheduling Tab

Providers Documents Tab

CST allows you to upload documents on a network or on your computer to the CST system and to associate these documents with a specific provider.

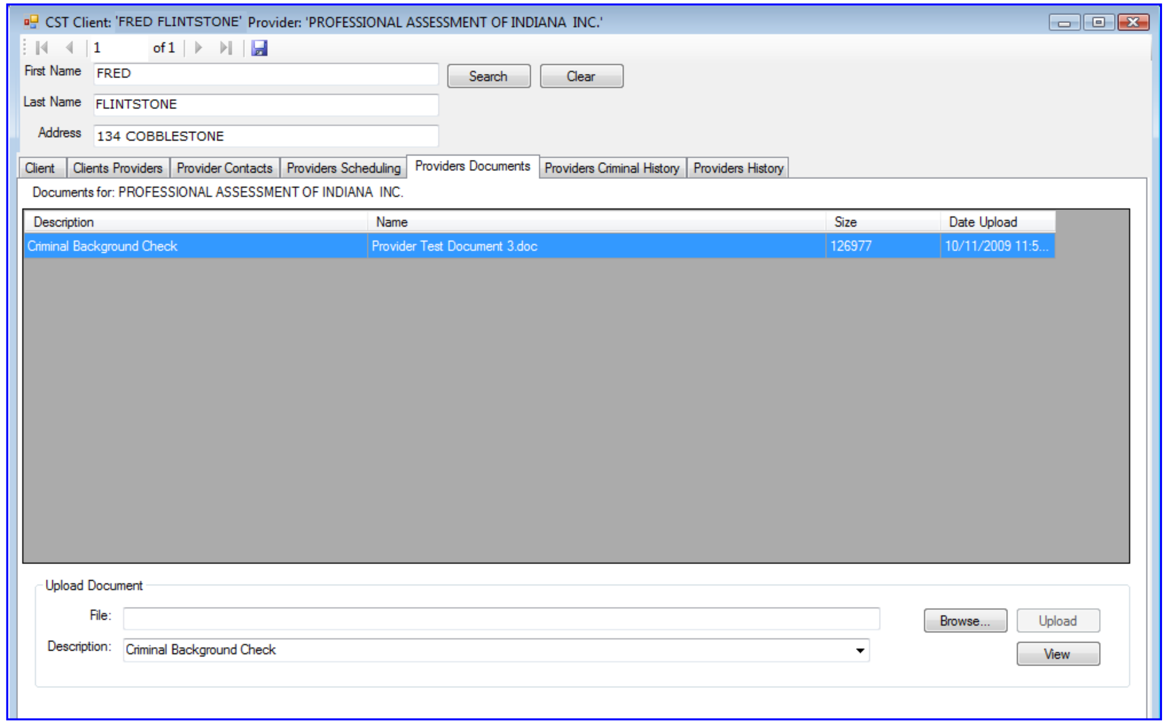


Figure 77 - Providers Documents Tab

From the **Providers Documents tab** use the **Browse button** to browse a network or a location on your computer for a document you want to upload to CST.

Once you locate the document, click on the file name to display the file name in the **File field**.

Select a description from the drop-down menu that identifies what the uploaded document relates to. This can help you more easily locate a document once it's been uploaded.

Click the **Upload button** to upload the document.
To view a document that his been uploaded to CST, from the Providers Documents Tab click the document.

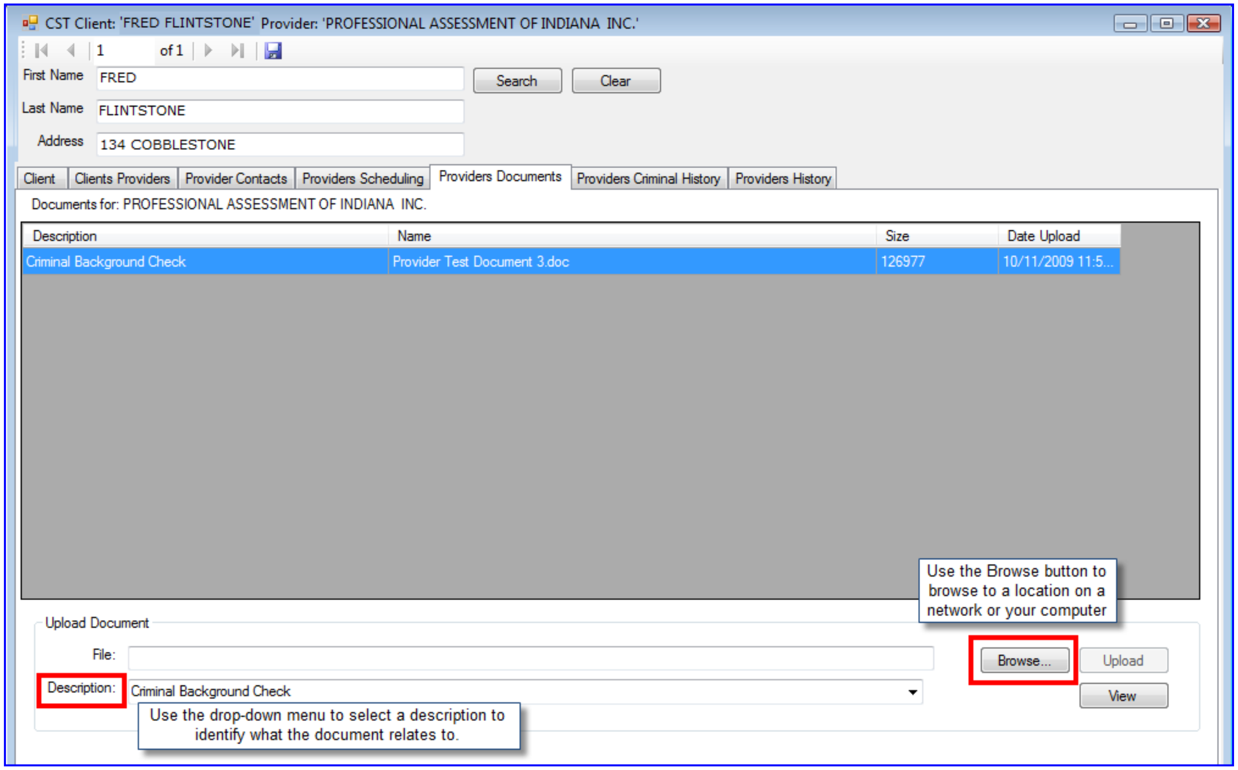


Figure 78 - Providers Documents Tab

Providers Criminal History Tab

The Providers Criminal History tab allows you to enter criminal history information about Provider Staff members.
To add an entry on the **Providers Criminal History Tab**, do the following.

Click the yellow plus icon at the top of the page.

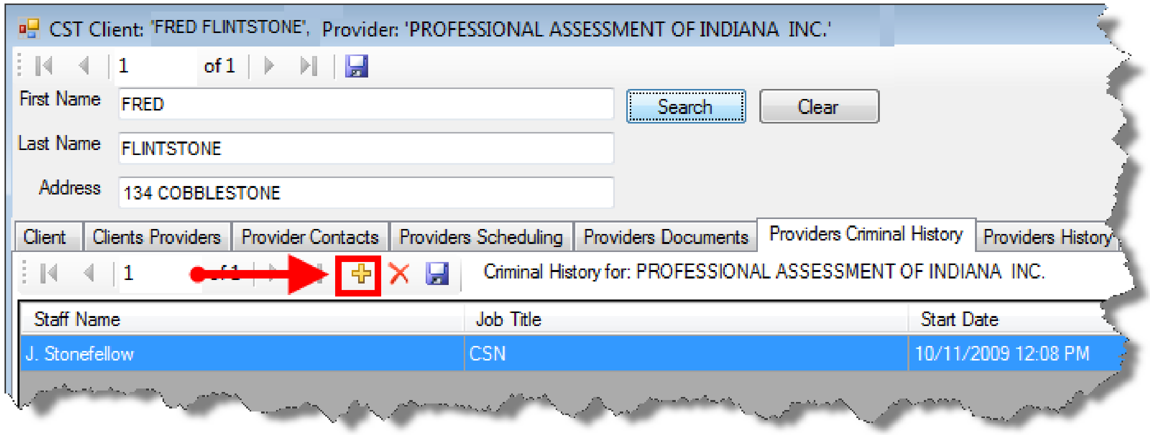


Figure 79 - Provider Criminal History Add Icon

Enter the relevant information about the Staff member in the lower portion of the Screen ***(Figure 80)***.

Then click the Save icon at the top of the screen ***(Figure 81)***

To delete an entry, select it and click the delete icon ***(Figure 82.)***

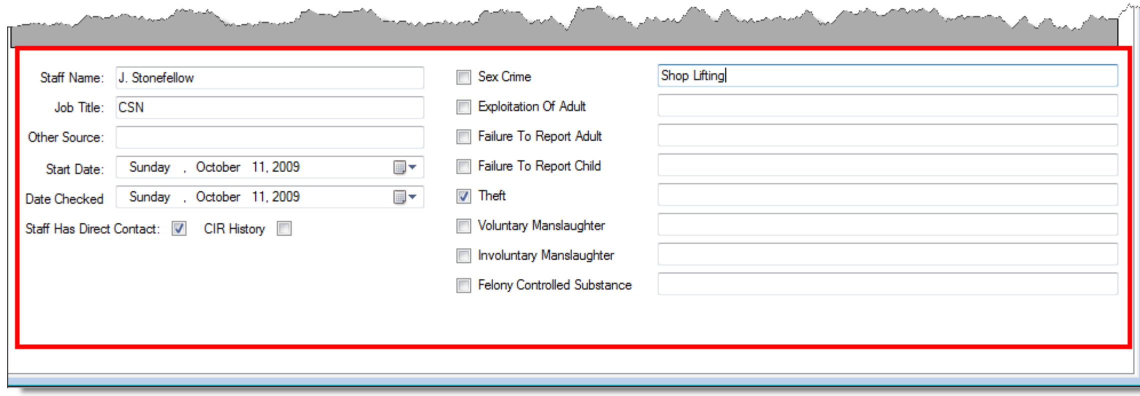


Figure 80

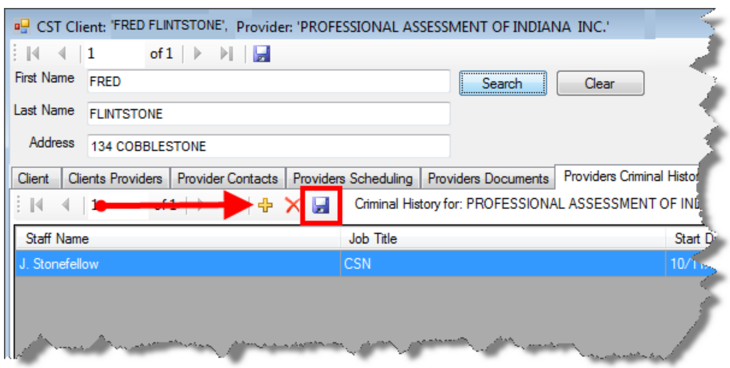


Figure 81

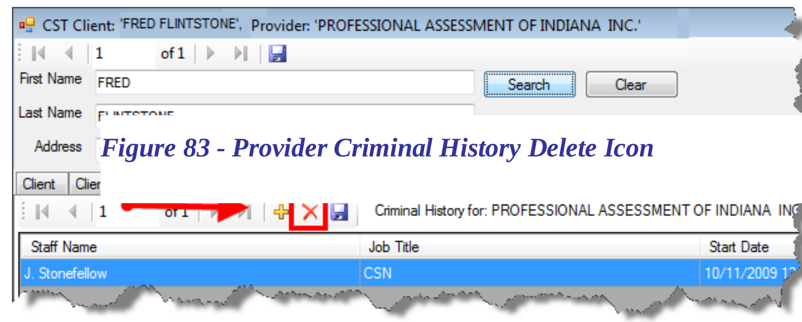


Figure 82

Provider History Tab

The Provider History Tab is information that comes from **INsite**. The fields on this screen are not editable and the status of the fields is dependent upon **INsite**.

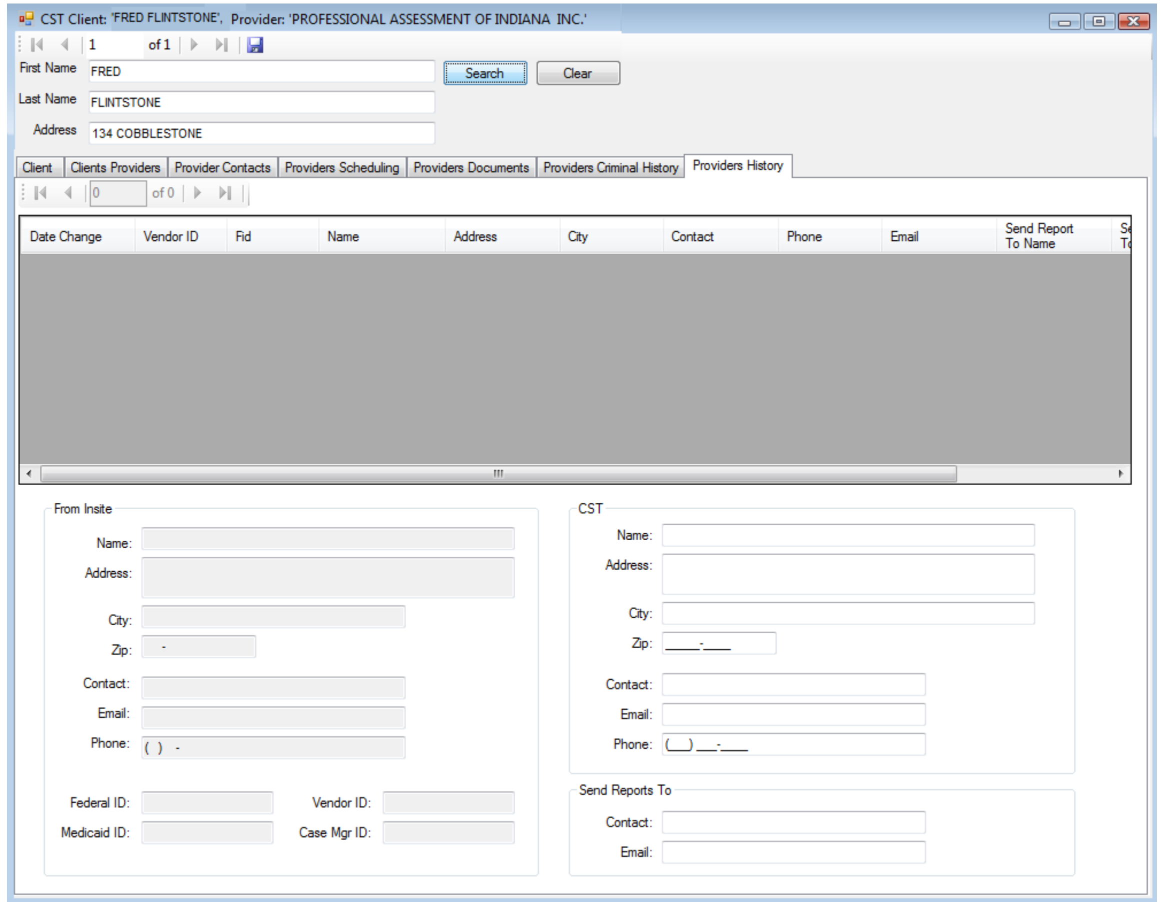


Figure 84 - Providers History Tab

Coordinator Cases

A coordinator uses the **Coordinator Cases Menu** to open the **Coordinator screen**. The coordinator uses this screen to view the list of surveyors assigned to her.

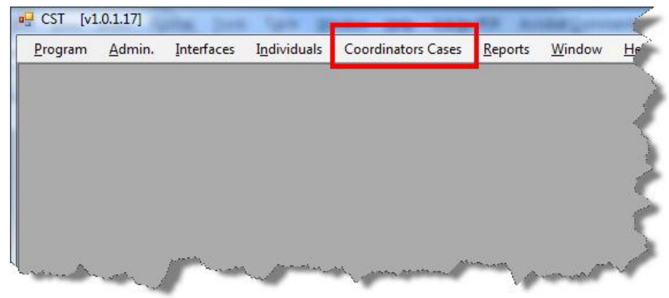


Figure 85 - Coordinators Cases Menu Option

When the **Coordinator Cases Screen** opens enter the survey number into the Survey search box and click the **View** button ***(Figure 86)***.

Alternatively, if you know the status of the survey, select the status from the Case Status drop-down menu.

This will display a list of all the surveys assigned to you with the status you selected. Then find the survey in the list.

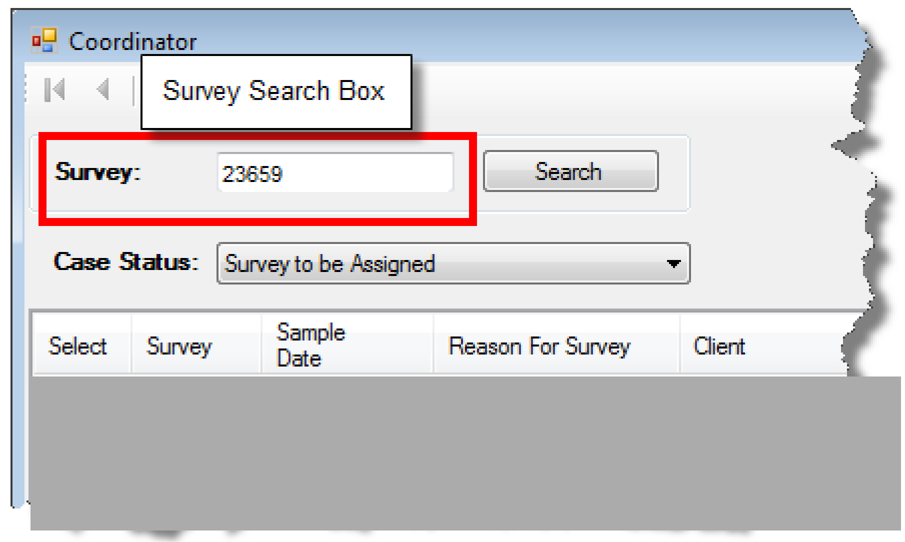


Figure 86

The fields on the **Coordinator screen** ***(Figure 87)*** are fully sort able so that you may sort the list by:

- Sample Date
- Reason for Survey
- Client
- Surveyor
- Coordinator
- Case Manager
- District
- Waiver
- Division
- AAA

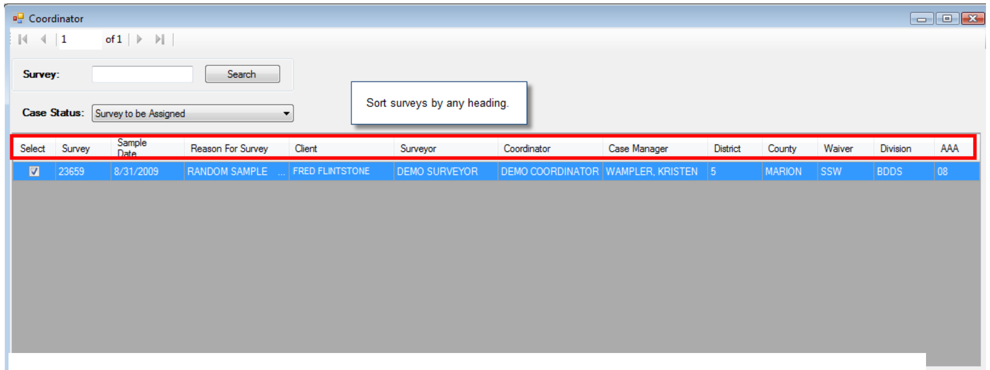


Figure 87- Coordinator Screen fields

View a Survey

To view a survey, select the survey that you want to view by clicking the check box in the **Select field** next to the survey ***(Figure 88)***.

Then click the **View** button to open the Case Details Screen.

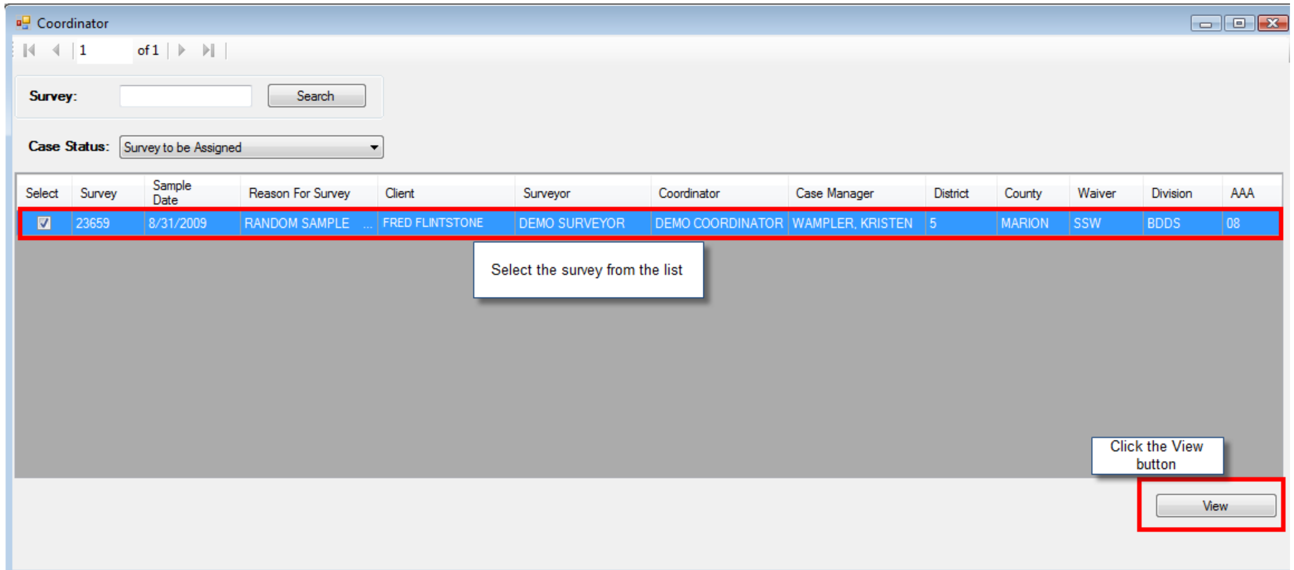


Figure 88

Surveyor Tasks

The grid below links surveyor tasks to explanations of how to perform these tasks in the CST system.

Surveyor Tasks

Contacts & Schedules Visits to Providers

Performs Survey

Reviews Finding with Coordinator

Contacts Provider to Create CAP Corrective Action Plan

Reviews CAP

Schedules follow-up verification

Conducts follow-up verification

Enters results of follow-up verification into CST

Notifies Survey Coordinator that Surveyor review is complete

Surveyor Menus

This section discusses the menu selections use by the Surveyor:

- Admin/Clients
- Surveyor Cases

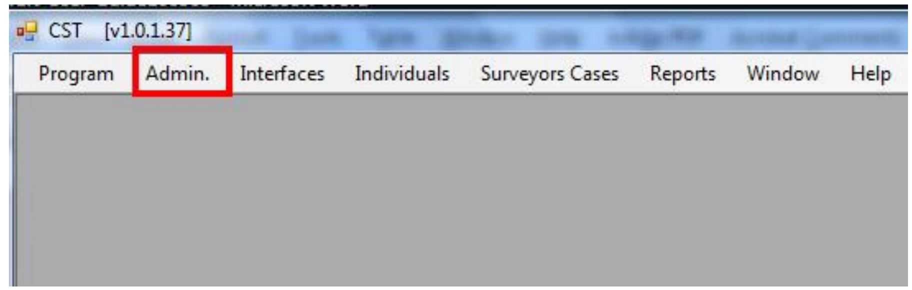


Figure 89

Admin/Clients Menu

The **Admin. Menu** *(Figure 89*) is used to access the **CST Client/Provider Maintenance screen**. From this screen a Surveyor can maintain and update client, provider and case manager information**.**

To view the **Client/Provider Maintenance screen**, select **Maintenance**, then **Clients** from the **Admin**. drop-down menu ***(Figure 90)*** to open the **CST Client/Provider Maintenance screen** ***(Figure 91)***

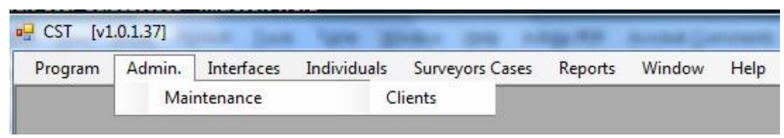


Figure 90 - Admin/Client Drop-Down Menu

When the **Client/Provider Maintenance screen** opens enter client search criteria into one of the search fields and click the Search button to the right of the search fields ***(Figure 91).***

Please Note: The search will return a result with as little as a single alpha character entered into a search field.

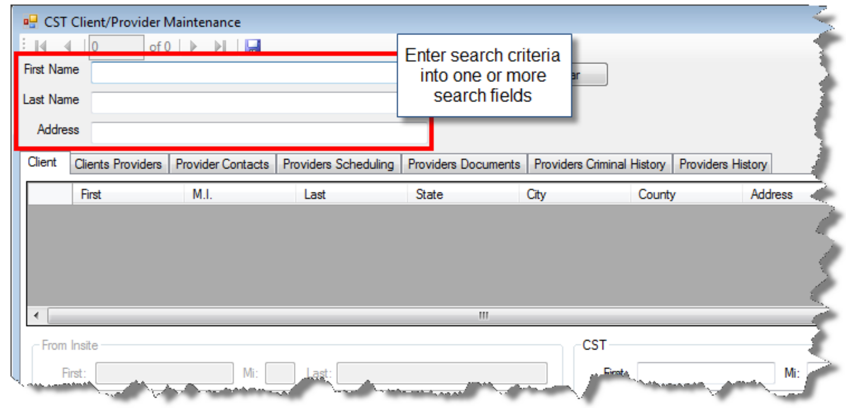


Figure 91 - Enter Search Criteria

The first tab selection tab that displays is the **Client Tab**. The other tabs are related to the Client's providers. The tabs that are displayed are:

- Clients
- Client Providers
- Provider Contacts
- Provider Scheduling
- Provider Documents
- Provider Criminal History
- Providers History

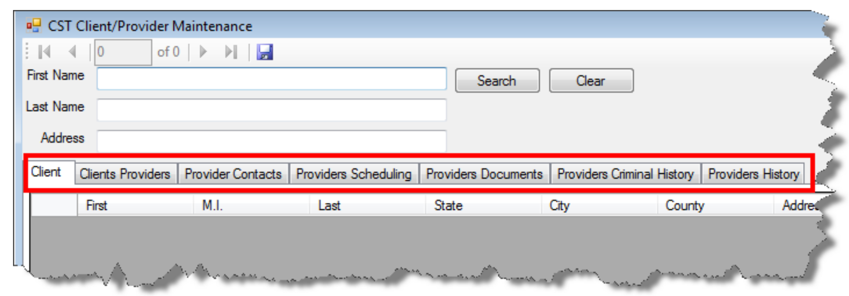


Figure 92 - Selection Tabs

The Client Tab

The **Client tab** displays contact and other information about the client.

The fields on the right side of the client screen are editable. As you acquire new information or updates to existing information, enter the information in this area of the screen.

At the bottom of the screen there are additional editable fields:

- Guardian Name
- Guardian E-mail
- QA Liaison Name
- QA Liaison E-mail
- Service Surveyor Name
- Service Surveyor E-mail
- BDDS Director Name
- BDDS Director E-mail
- BQIS Director Name
- BQIS Director E-Mail

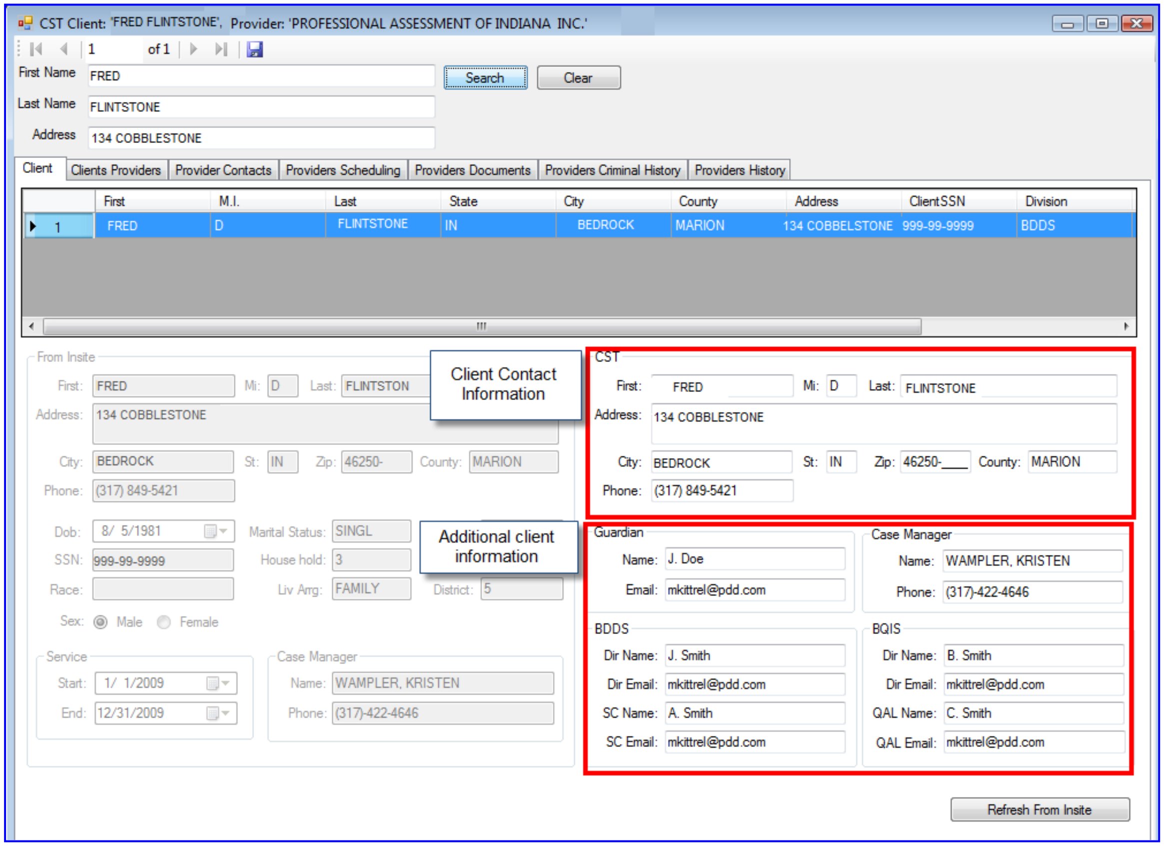


Figure 93 - The Client Tab

Client Providers Tab

The **Client Providers Tab** lists the providers for the selected client.

The information in the lower portion of the screen relates to the provider selected in the provider list in the upper portion of the screen.

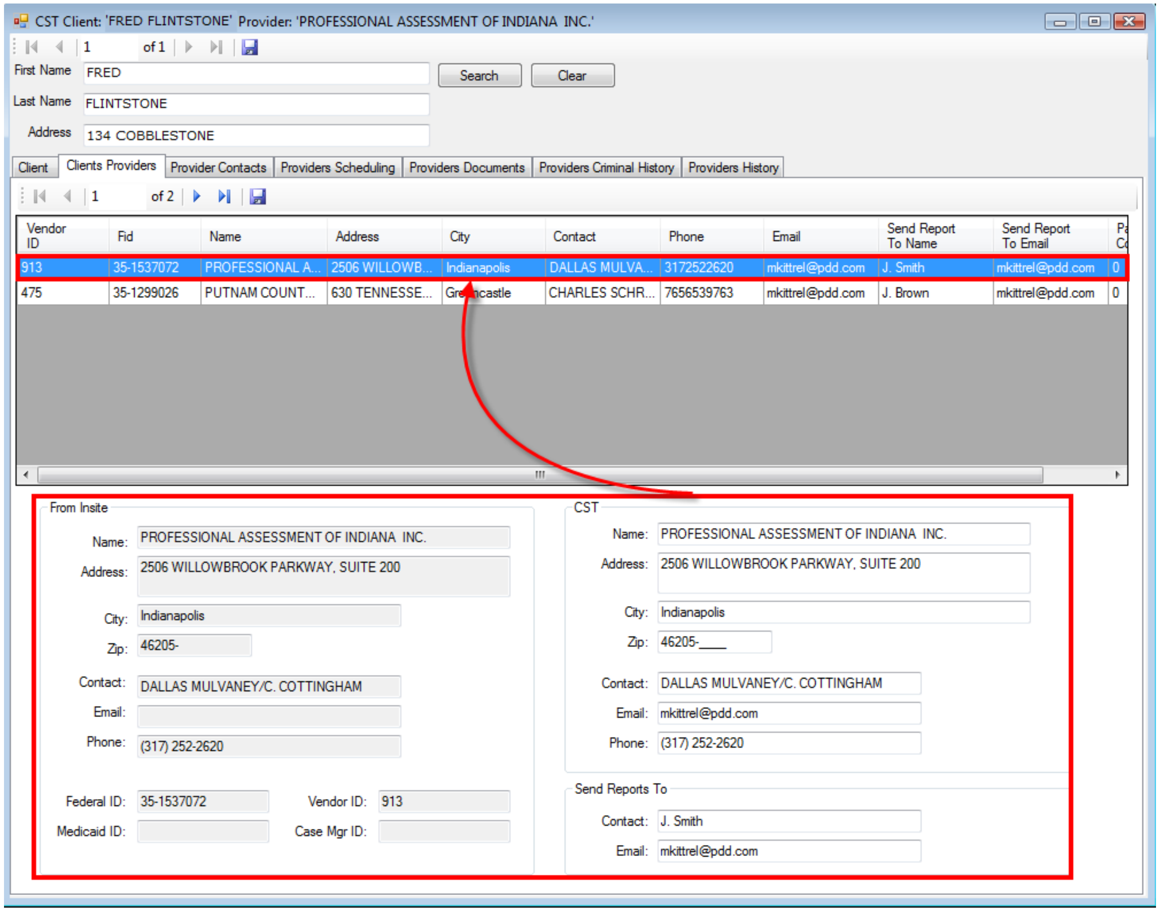


Figure 94 - Client Providers Tab

In the example at the right, the information on the subsequent tabs…

6. Provider Contacts
7. Providers Scheduling
8. Providers Documents
9. Providers Criminal History
10. Providers History

…relates to Professional Assessment of Indiana, Inc.

> **Please Note:** The Provider's name appears at the top of the screen so that you will always be able to see which provider's information you are viewing ***(Figure 95)***.

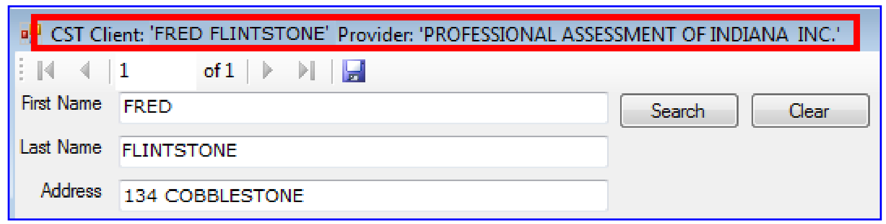


Figure 95 - Provider's Name Appears at Top of Screen

As with the Client Tab, the left portion of the screen reflects information bout the Provider from **INsite**. The information in this area of the **Client Providers Tab** cannot be edited and its fields are grayed out.

The information on the right side of the screen can be edited so that missing Provider information can be added or old information can be updated.

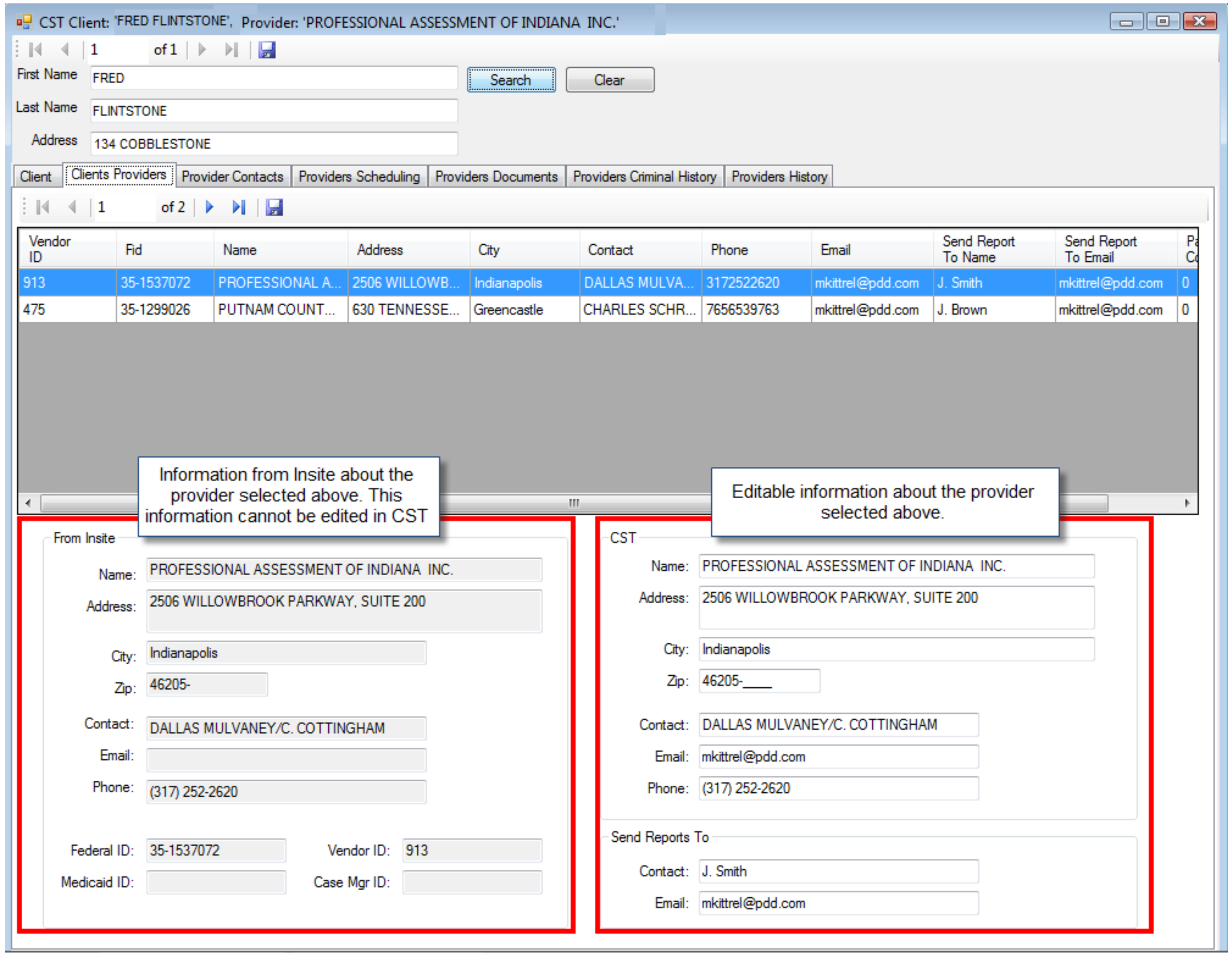


Figure 96 - Clients Providers Tabs

Provider Contacts

Use the Provider Contact screen *(Figure 97)* to add provider contact information.

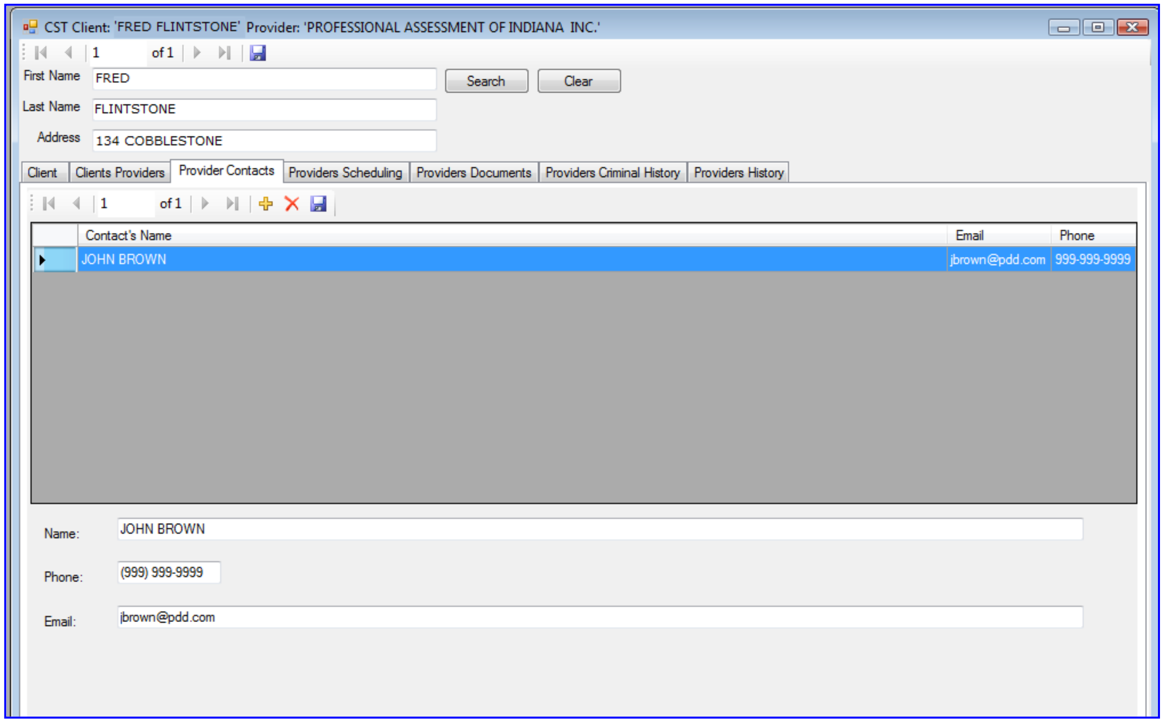


Figure 97 - Provider Contacts Screen

Enter a Provider Contact

To enter a new contact:

4. Click the plus sign.
5. Enter the Contact's name, phone number and e-mail address in the lower portion of the screen.
6. Click the Save icon.

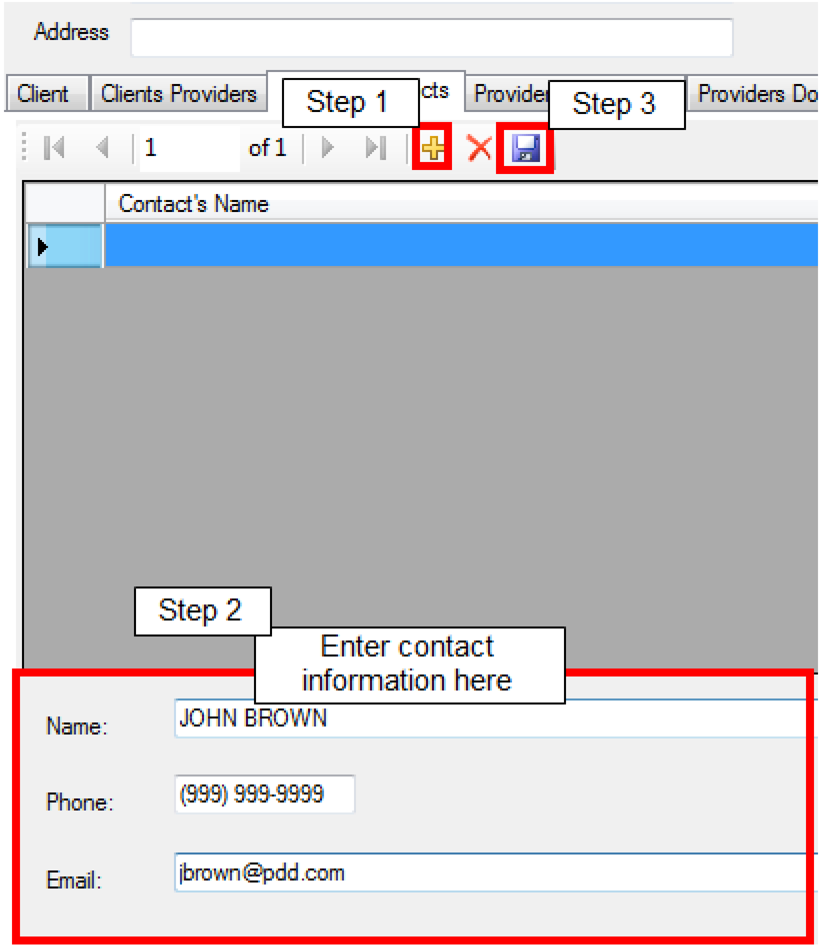


Figure 98 - Enter a Provider Contact

When the contact information has been successfully saved, the contact's information will appear in the upper portion of the screen.

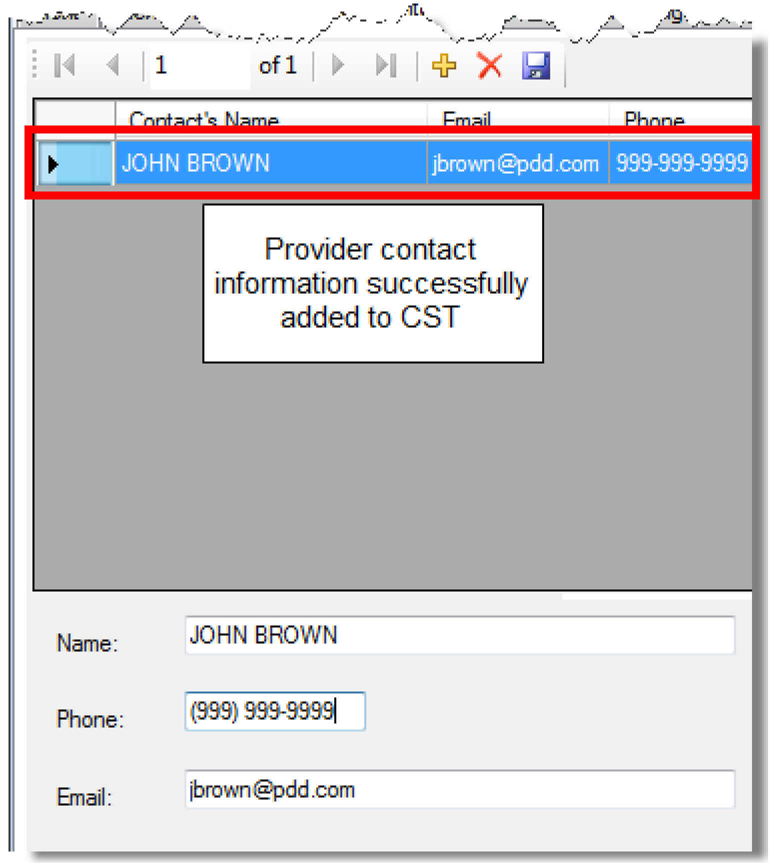


Figure 99 - Provider Contact Successfully Added to CST

Provider Scheduling Tab

The Provider Scheduling tab allows the Surveyor to view information about the when and where the Survey will take place as well as any pertinent notes.

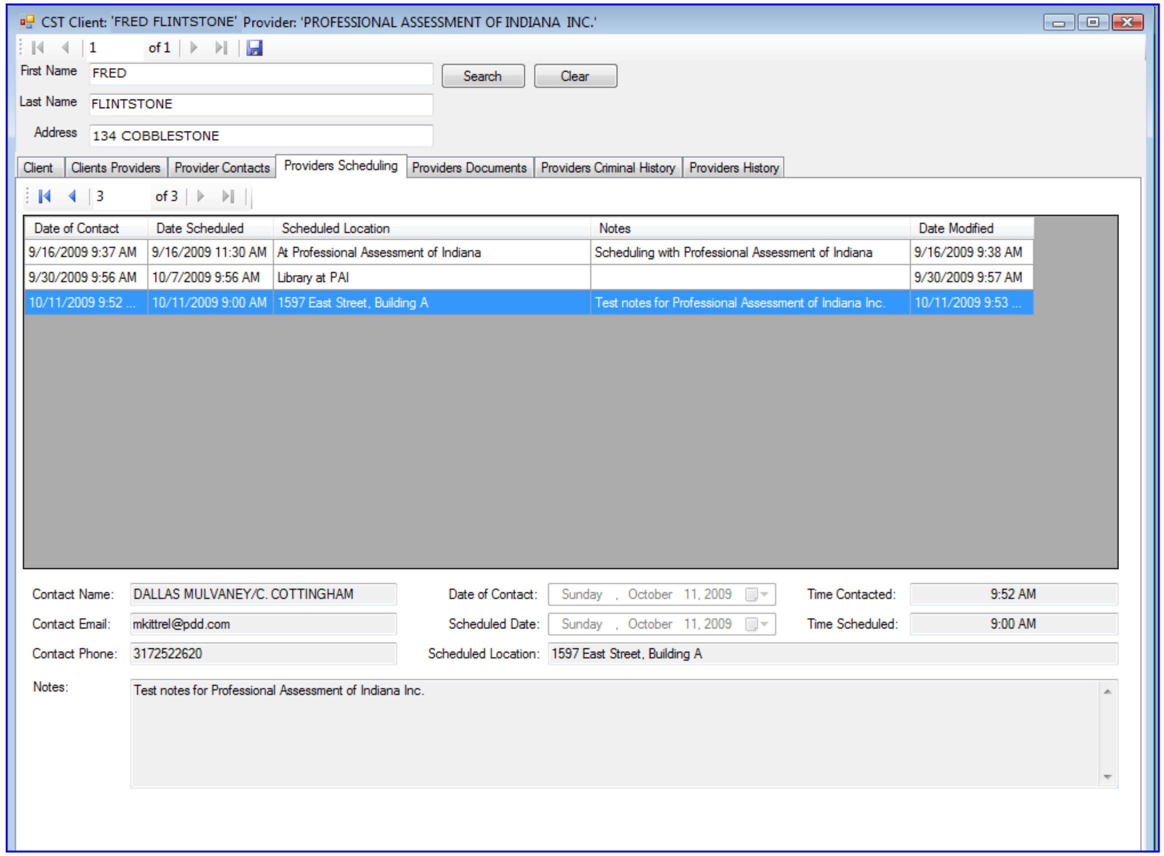


Figure 100 - Providers Scheduling Tab

Providers Documents Tab

CST allows you to upload documents on a network or on your computer to the CST system and to associate these documents with a specific provider.

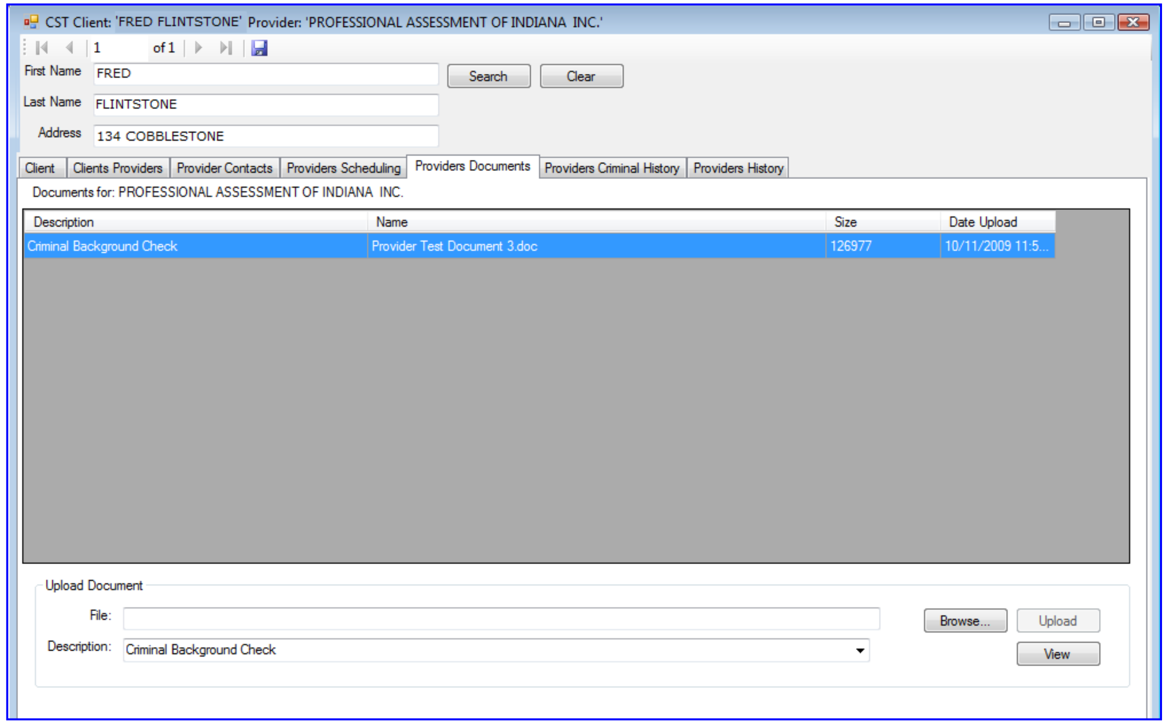


Figure 101 - Providers Documents Tab

From the **Providers Documents tab** use the **Browse button** to browse a network or a location on your computer for a document you want to upload to CST.

Once you locate the document, click on the file name to display the file name in the **File field**.

Select a description from the drop-down menu that identifies what the uploaded document relates to. This can help you more easily locate a document once it's been uploaded.

Click the **Upload button** to upload the document.
To view a document that his been uploaded to CST, from the Providers Documents Tab click the document.

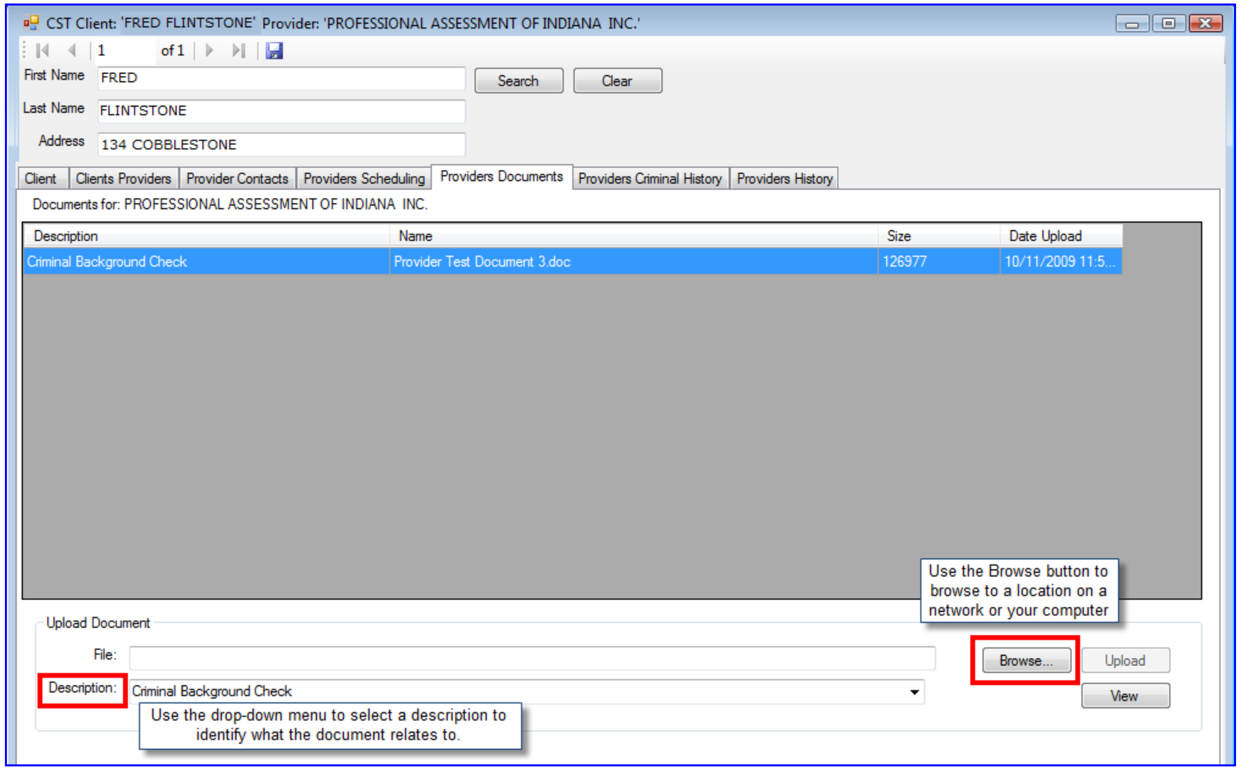


Figure 102 - Providers Documents Tab

Providers Criminal History Tab

The Providers Criminal History tab allows you to enter criminal history information about Provider Staff members.
To add an entry on the **Providers Criminal History Tab**, do the following.

Click the yellow plus icon at the top of the page.

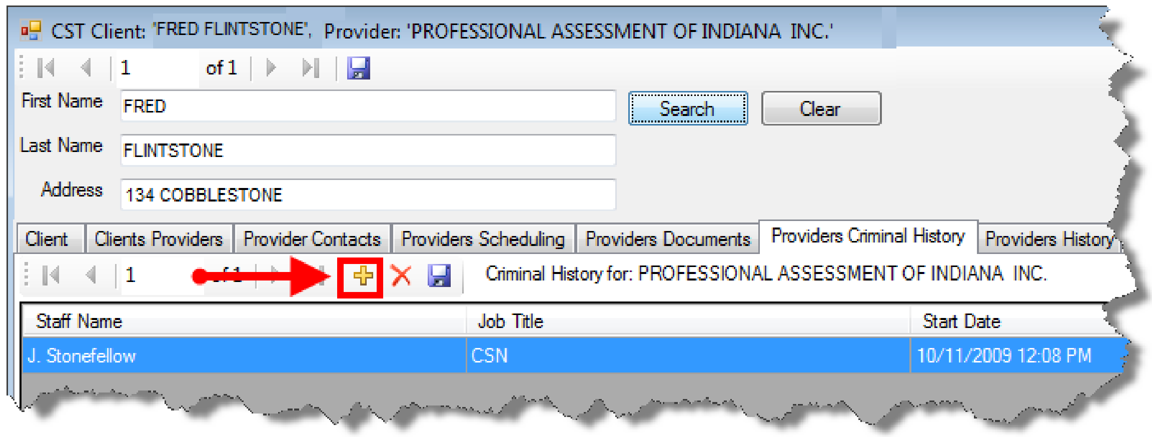


Figure 103 - Provider Criminal History Add Icon

Enter the relevant information about the Staff member in the lower portion of the Screen ***(Figure 104)***.

Then click the Save icon at the top of the screen ***(Figure 105)***

To delete an entry, select it and click the delete icon ***(Figure 106.)***

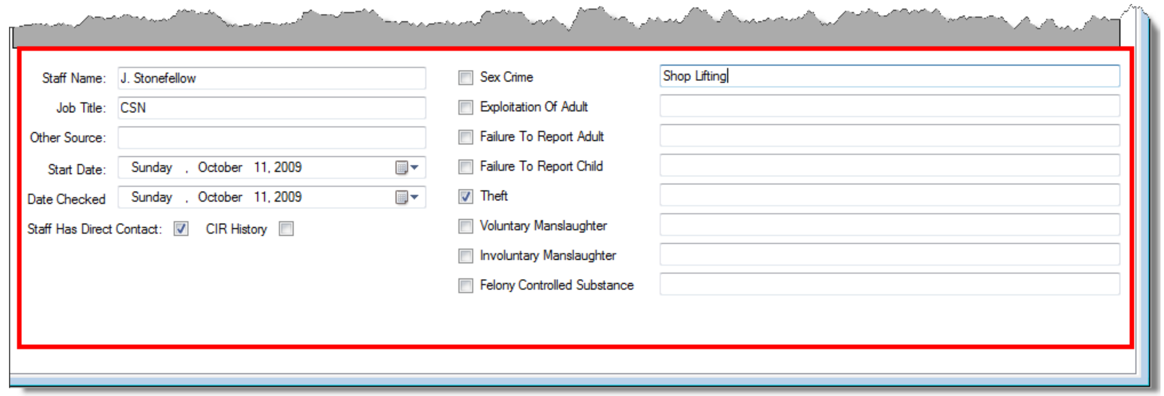


Figure 104

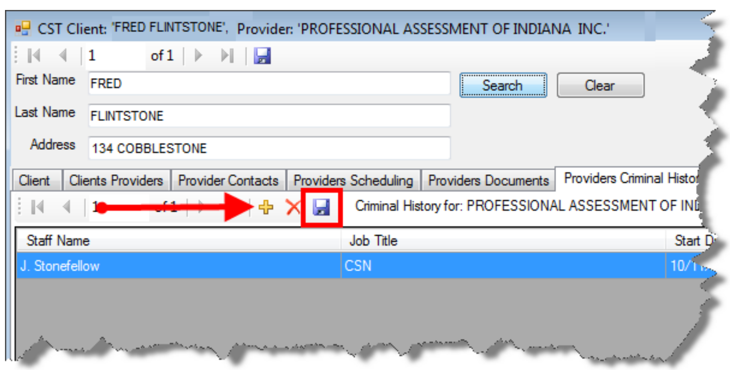


Figure 106

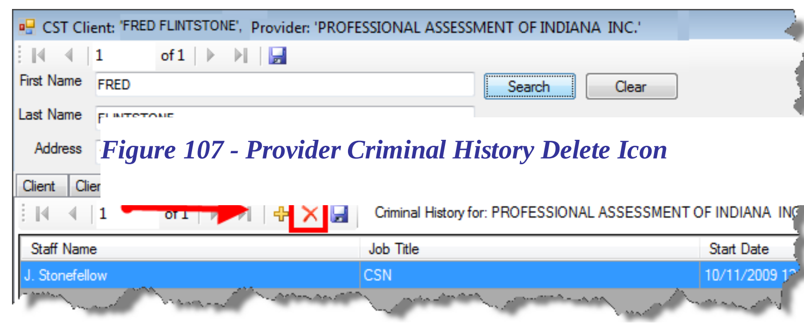


Figure 107 - Provider Criminal History Delete Icon

Figure 105

Provider History Tab

The Provider History Tab is information that comes from **INsite**. The fields on this screen are not editable and the status of the fields is dependent upon **INsite**.

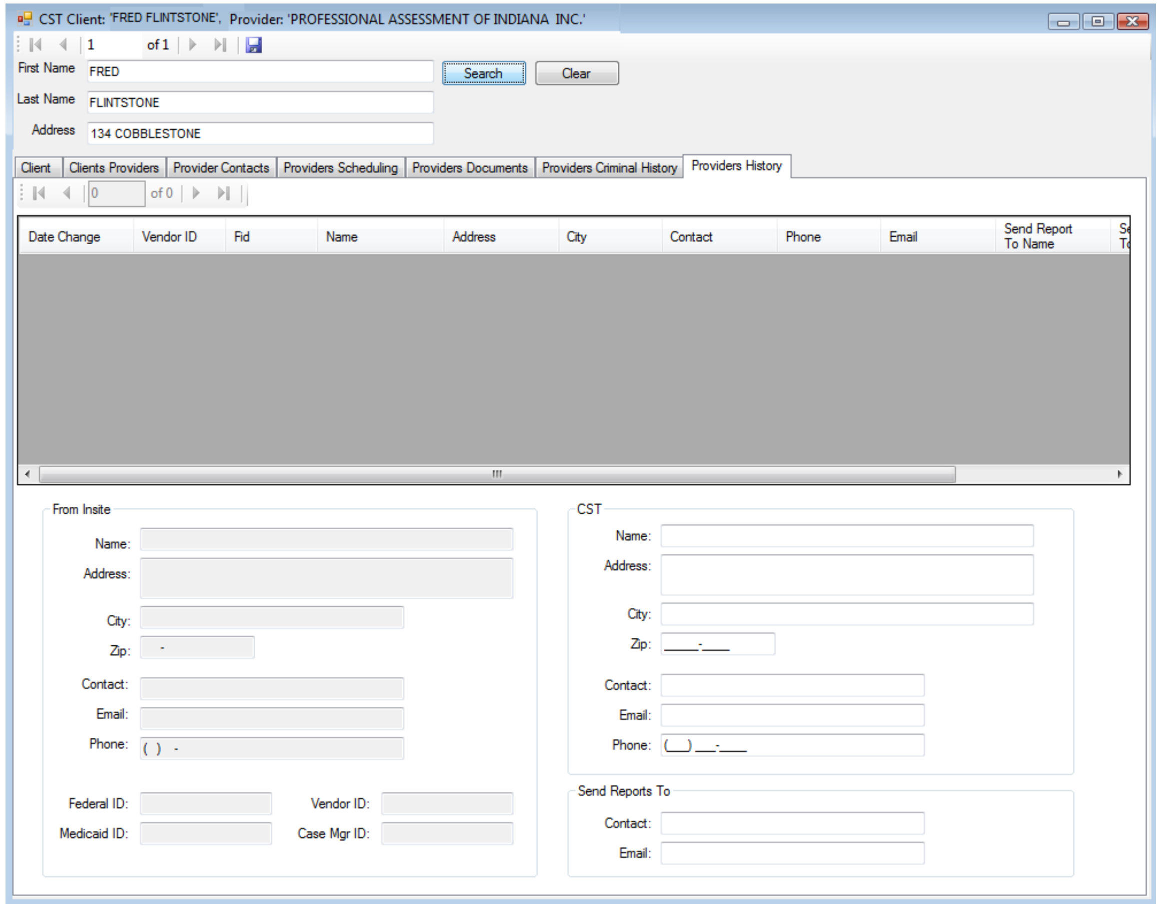


Figure 108 - Providers History Tab

Surveyor Cases

A Surveyor uses the **Surveyor Cases Menu** to open the **Surveyor screen**. The Surveyor uses this screen to view the list of surveyors assigned to her.

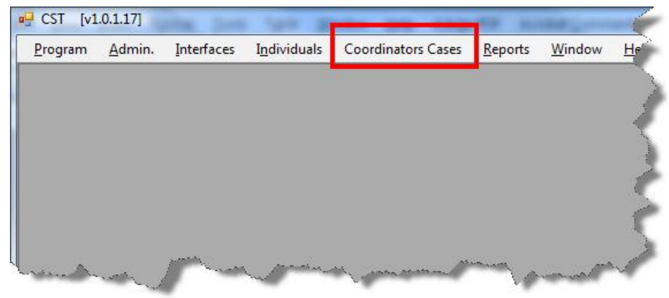


Figure 109 - Coordinators Cases Menu Option

When the **Surveyor Cases Screen** opens enter the survey number into the Survey search box and click the **View** button ***(Figure 110)***.

Alternatively, if you know the status of the survey, select the status from the Case Status drop-down menu.

This will display a list of all the surveys assigned to you with the status you selected. Then find the survey in the list.

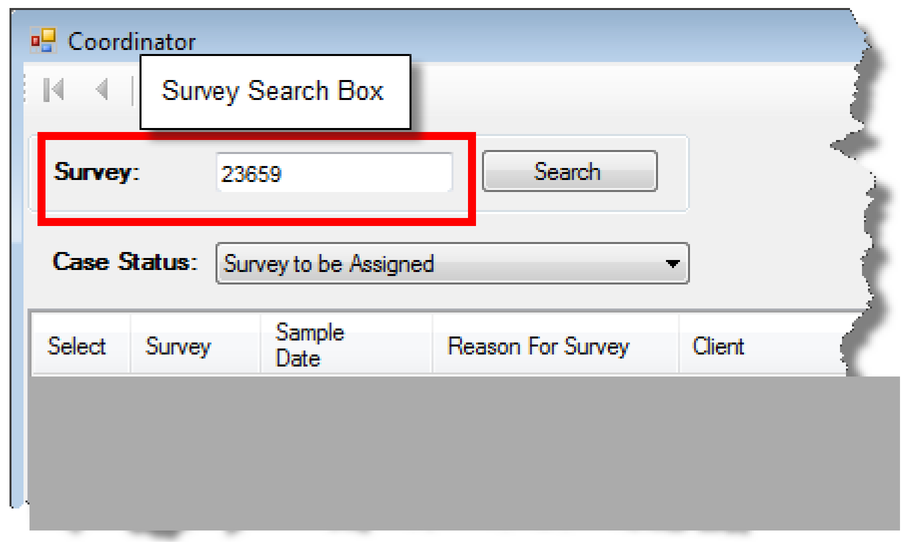


Figure 110

The fields on the **Surveyor screen** (Figure 15) are fully sort able so that you may sort the list by:

- Sample Date
- Reason for Survey
- Client
- Surveyor
- Coordinator
- Case Manager
- District
- Waiver
- Division
- AAA

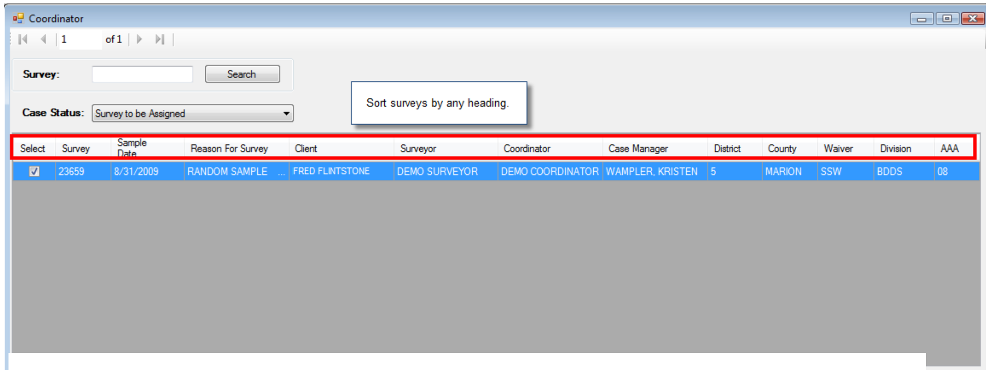


Figure 111- Coordinator Screen fields

View a Survey

To view a survey, select the survey that you want to view by clicking the check box in the **Select field** next to the survey ***(Figure 112***.

Then click the **View** button to open the Case Details Screen.

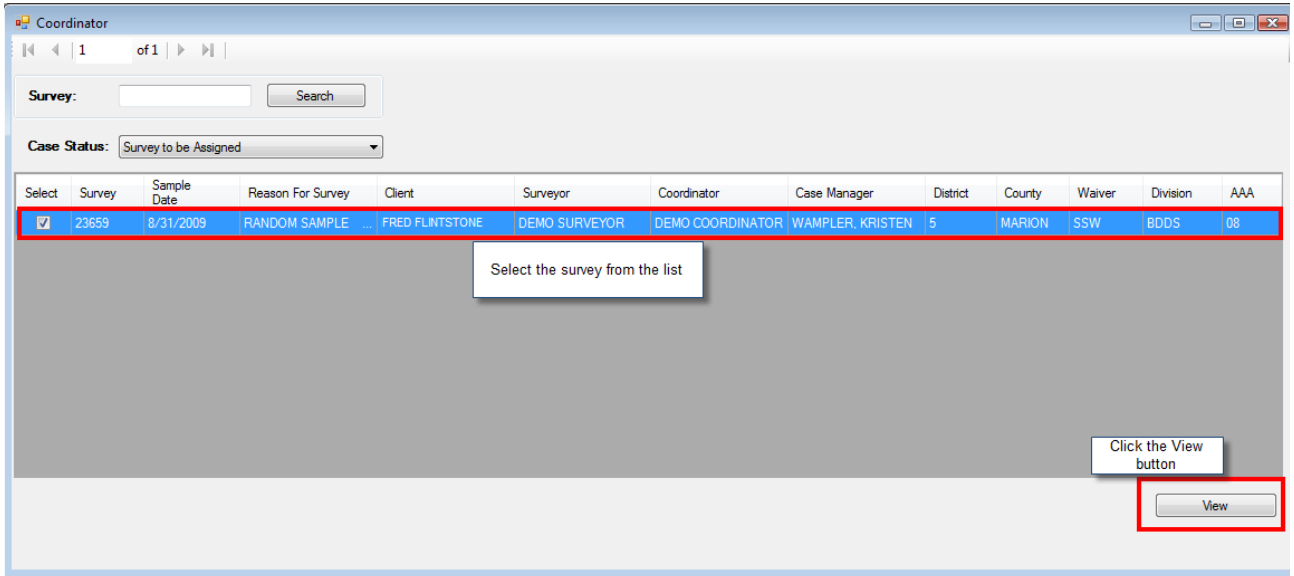


Figure 112

Case Details Survey Tab

The **Case Details Survey tab** lists all the surveys assigned to the case. Fields listed on the Survey tab include:

- Survey View Button
- Survey Number
- Survey Name
- Waiver
- District
- AAA
- Division
- County
- Date Inserted

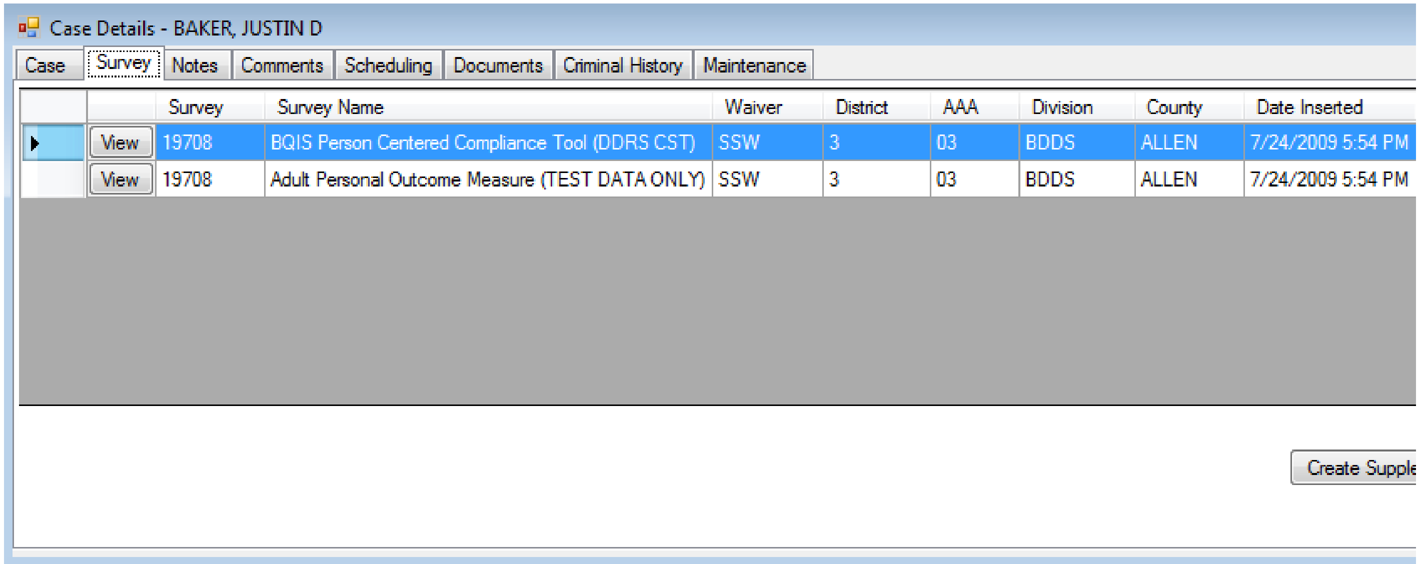


Figure 113 – Case Details – Survey Tab

The **Case Details Survey tab** lists all the surveys assigned to the case.

View the Survey

Clicking the **View button** to the left of a survey opens the **Survey Answers Form window** *(Figure 97)*.

From the **Survey Answers Form window** the surveyor enters findings.

Survey Answers Form Window

At the top of the screen the following is displayed:

- Survey – the name of the Survey
- Case - Description
- Client – Client Name
- Surveyor – Surveyor Name
- Level #
- Focus (e.g., Participant Center Service Planning

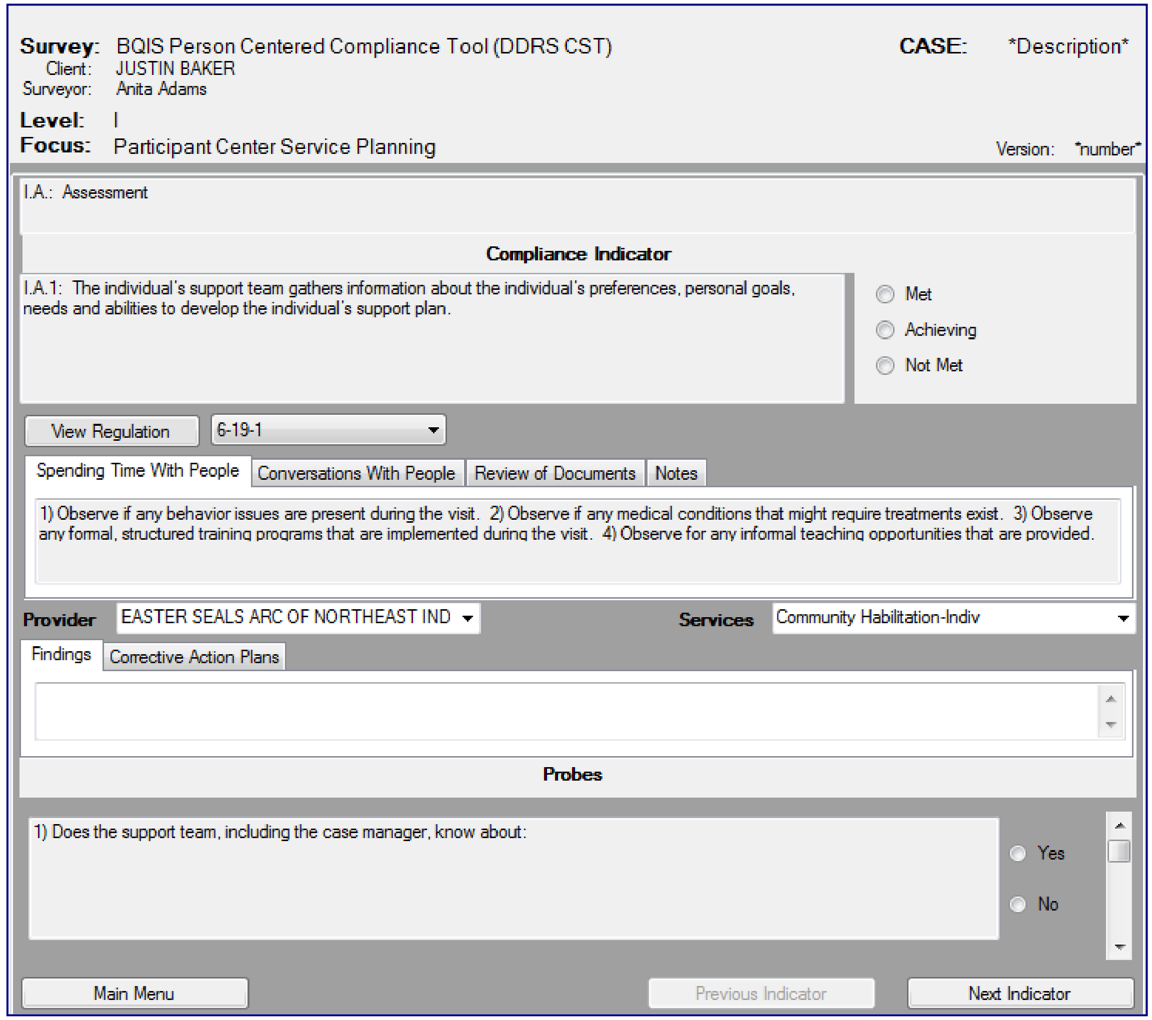


Figure 114 - Survey Answers Form

Survey Compliance Indicators

The next area of the screen is the survey indicators Compliance Indicator gives a description of the indicator and three indicators from which the Surveyor can select:

- Met
- Achieving
- Not met

View Regulation Button

To view a regulation, select a regulation from the drop-down menu to the right of the View Regulation button ***(Figure 115)***.

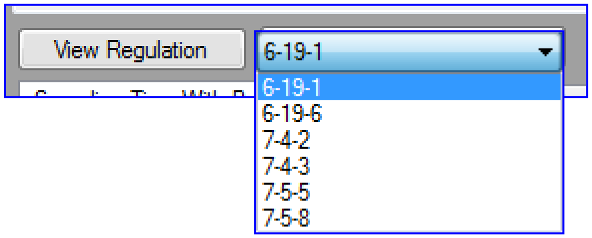


Figure 115 - View Regulation button

Once you've selected the regulation you want to review, click the View Regulation button.

The Regulation window will open displaying the text of the regulation ***(Figure 116)***. When you've finished viewing the regulation, click the OK button in the lower right corner of the window.

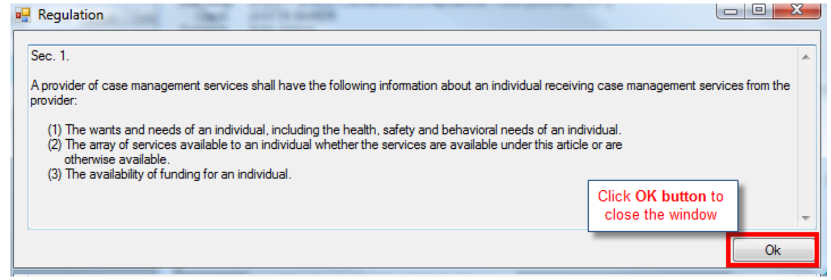


Figure 116

Below the View Regulation button are four tabs that give the surveyor guidance when conducting the survey.

Tab	***Guidance***
Spending Time with People	***What to observe during the visit***
conversations with People	***What to ask various people associated with the client's care***
Review of Documents	***What documents to review***
Notes	***A place to record observations and other notes relevant to the Compliance Indicator***

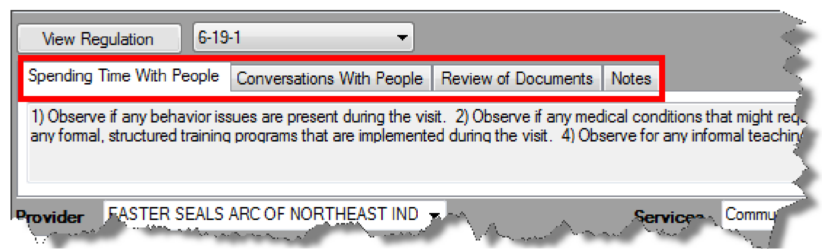


Figure 117 - Guidance Tabs

Below the four Guidance Tabs is the Provider portion of the screen. Here the Provider is selected from a drop-down menu. The service that the provider provides is selected from the Services drop-down menu.

Findings for the selected provider are recorded under the **Findings ta**b. When the Provider submits a **Corrective Action Plan** online, the plan is automatically added to the **Corrective Action Plans tab**.

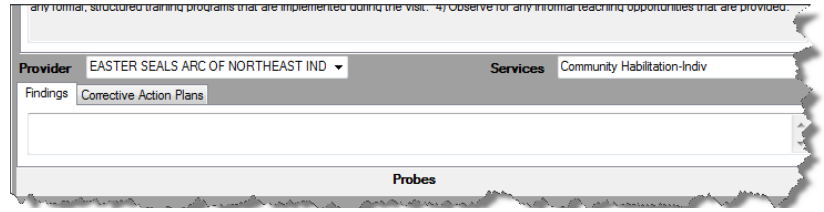


Figure 118 - Provider Portion of the Survey Answers Form

Probes

The Probes portion of the Survey Answers Form provides additional question assistance for the Surveyor.

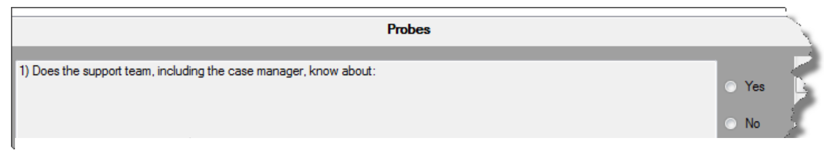


Figure 119 - Probes portion of the Survey Answers Form

At the bottom of the screen, the Surveyor has the option of advancing to the next indicator or returning to the pervious indicator by clicking on the appropriate button (Figure 20).

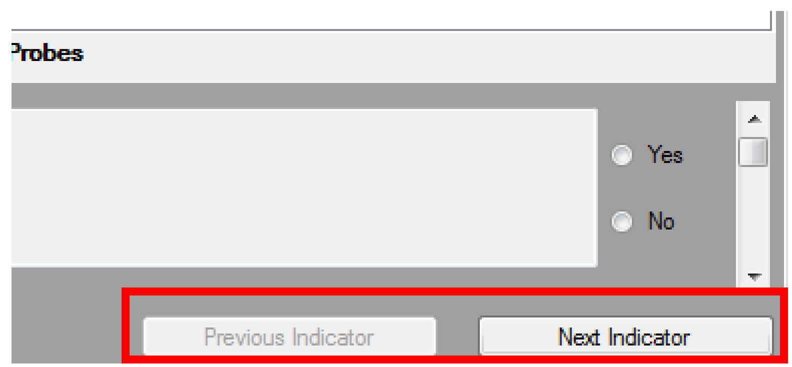


Figure 120

Case Details Notes Tab

The **Case Details Notes tab** allows a surveyor to add notes.

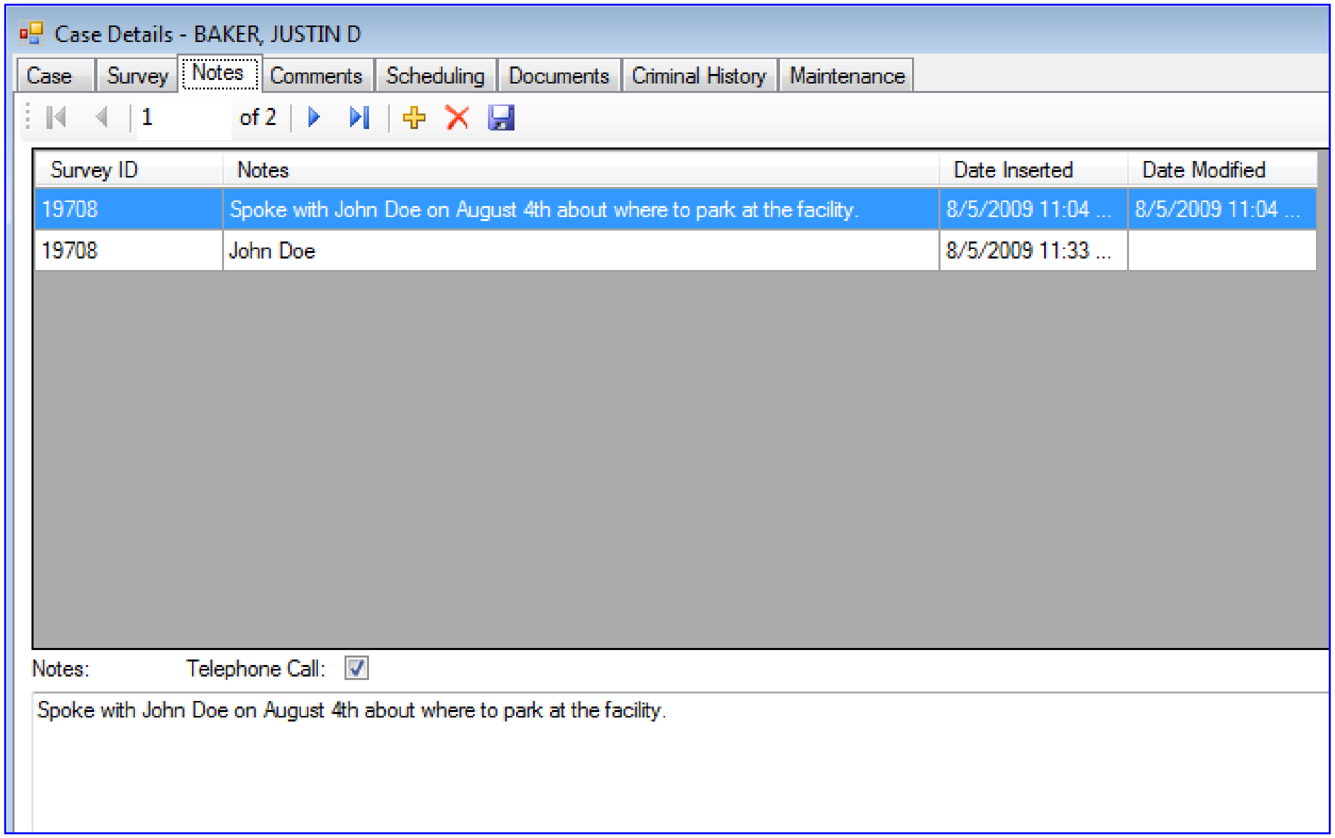


Figure 121 - Case Details Notes Tab

To Add a note:

1. Click the plus icon just below the Notes tab ***(Figure 122)***.

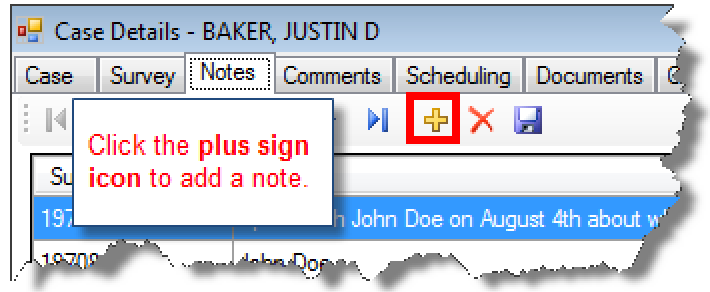


Figure 122

2. Position the cursor in the note editing window and enter the notes you wish to record. ***(Figure 123)***

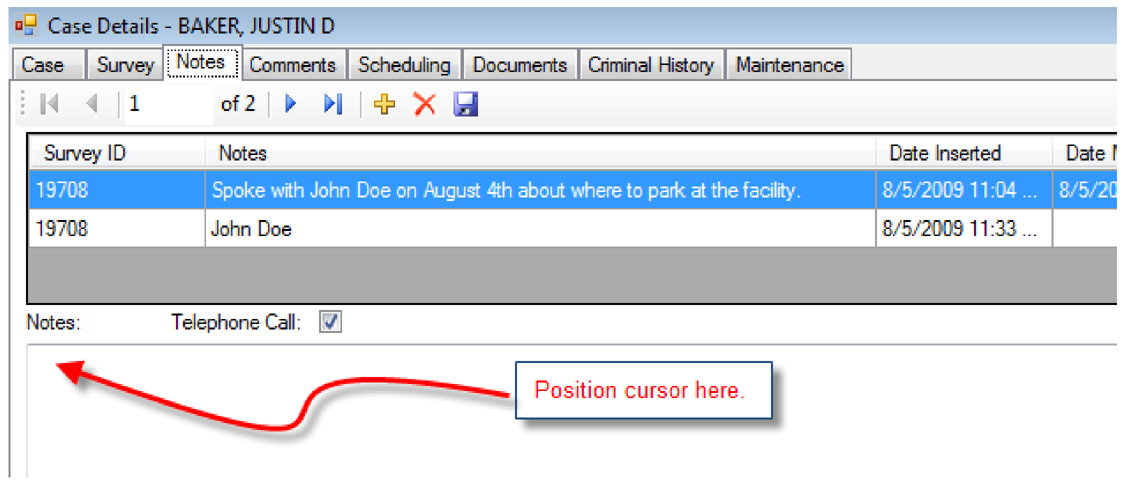


Figure 123

3. When you've finished entering the notes, click the **Save icon** just below the **Notes tab**.

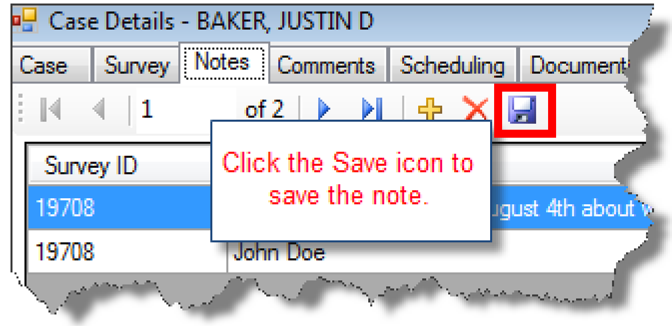


Figure 124

4. Your note will appear in the upper portion of the screen with your note's title, the date and time the note was added. ***(Figure 125)***

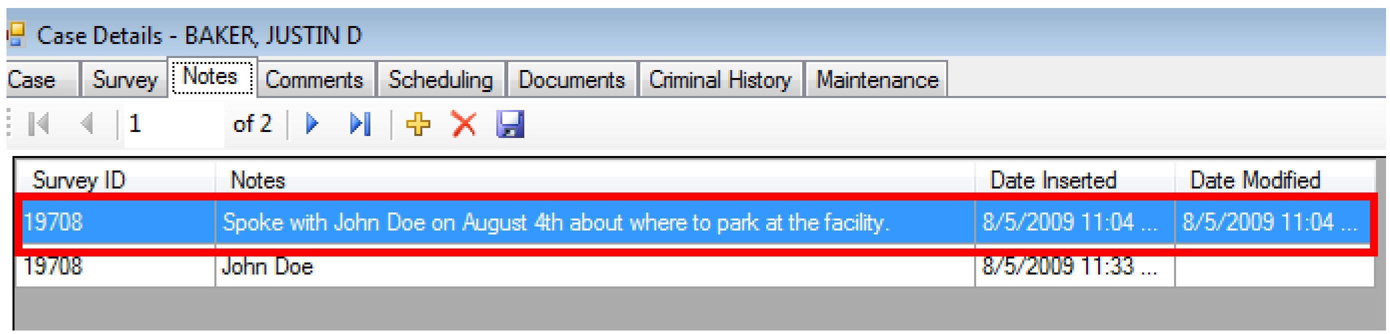


Figure 125

Modify a Note:

1. Click on the note. The content of your note will appear in the note editing window.

2. Enter changes in the **Notes editing window**.

3. Click the **Save icon** to save the modification to your original note.

4. Your modified note will appear in the upper portion of the screen with the note's title, the date and time the note was originally added and the time and date the note was last modified.

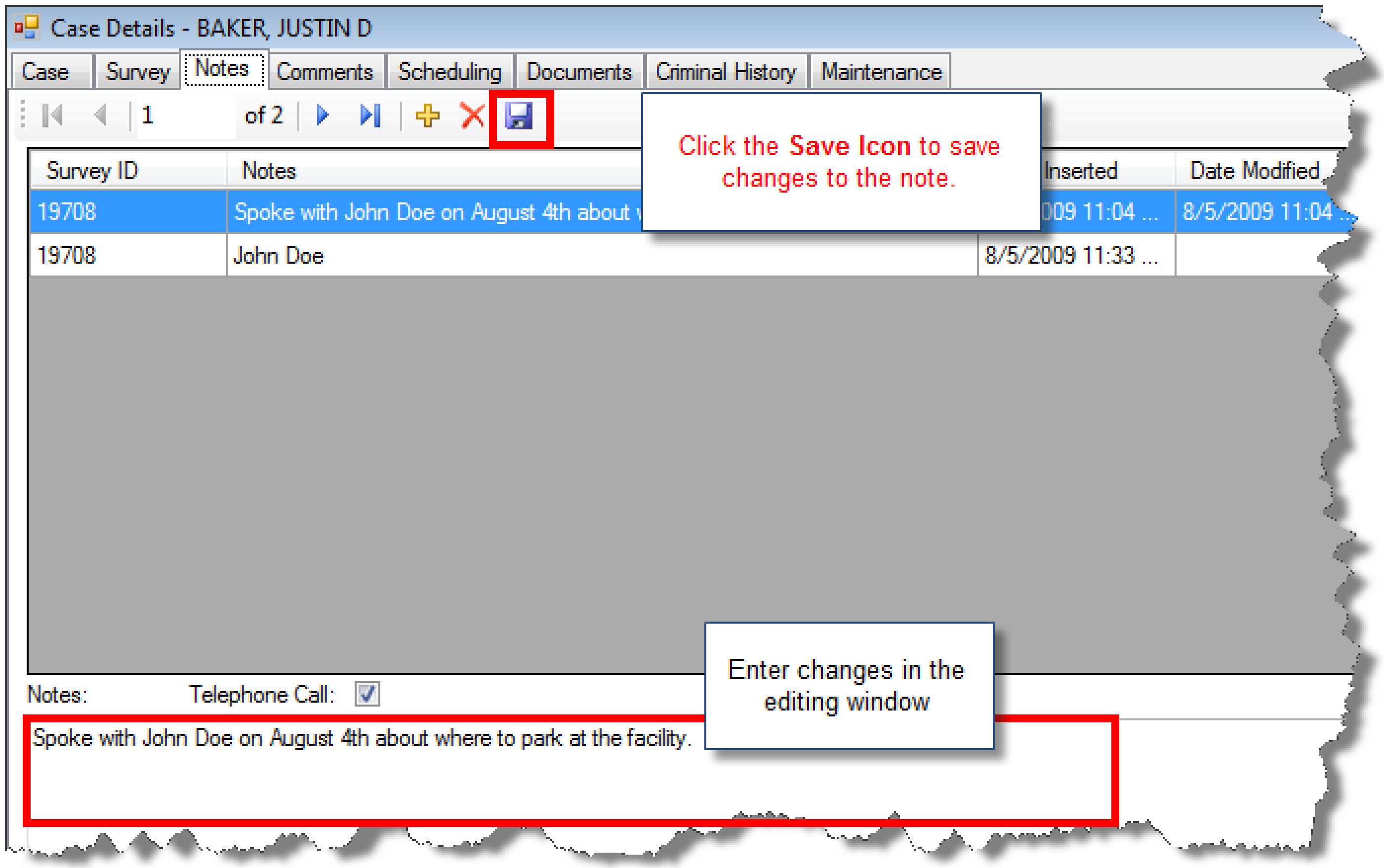


Figure 126

Case Details Comments Tab

The **Case Details Comments tab** allows you to add comments.

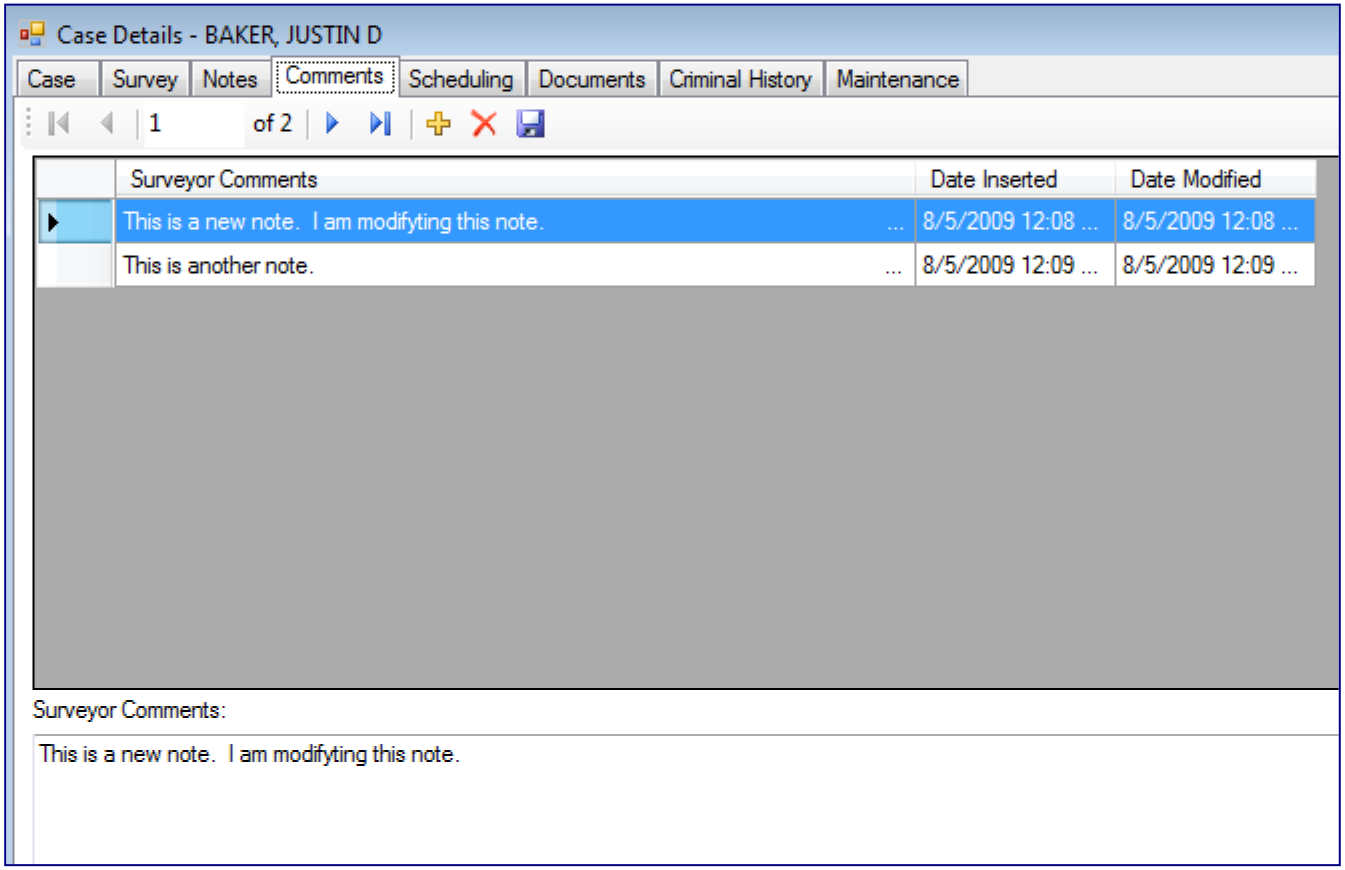


Figure 127 – Case Details Comments Tab

To Add a comment

1. Click the **plus icon** just below the **Comment tab.** ***(Figure 129)*.**

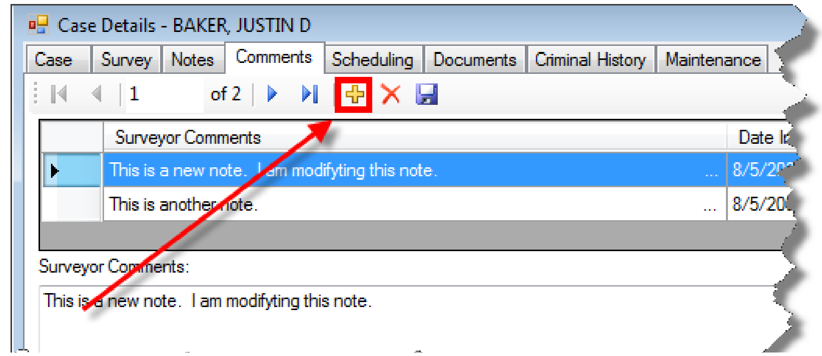


Figure 129 - Click the plus icon to add a comment

2. Position the cursor in the **Comment editing window** and enter the comment you wish to record. ***(Figure 128)***

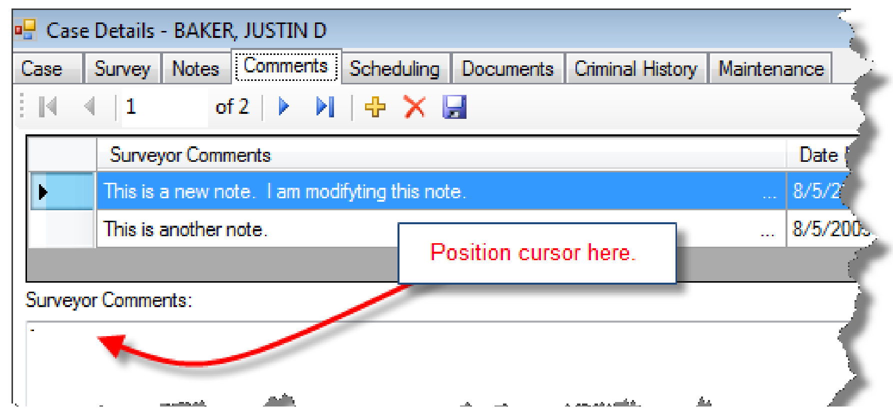


Figure 128

3. When you've completed enter the comment, click the **Save icon** just below the **Comment tab**. ***(Figure 130).***

4. Your note will appear in the upper portion of the screen with your note's title, the date and time the note was added.

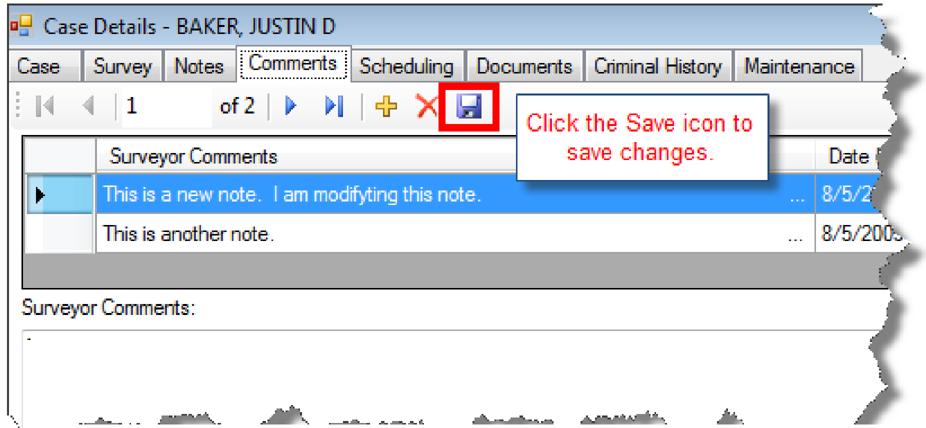


Figure 130

To Modify a Comment

1. Click on the comment you want to modify. The content of your comment will appear in the comment editing window.

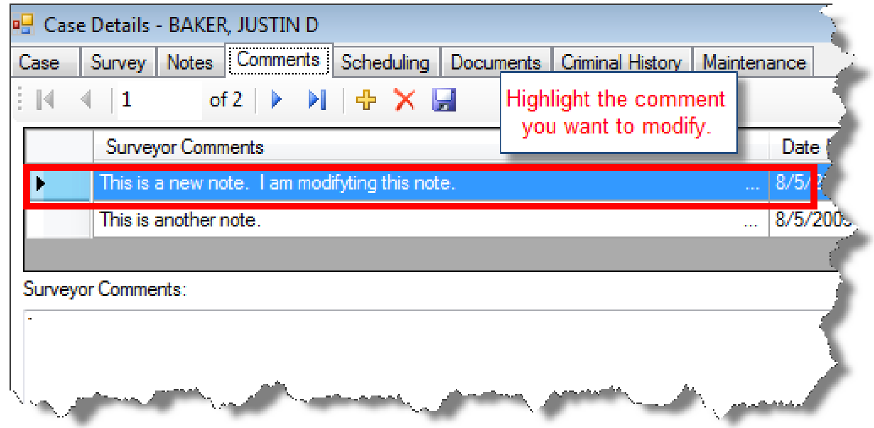


Figure 131

2. Enter changes in the **Comments editing window**.
3. Click the **Save icon** to save the modification to your original comment.
4. Your modified comment will appear in the upper portion of the screen with the comment's title, the date and time the comment was originally added and the time and date the comment was last modified.

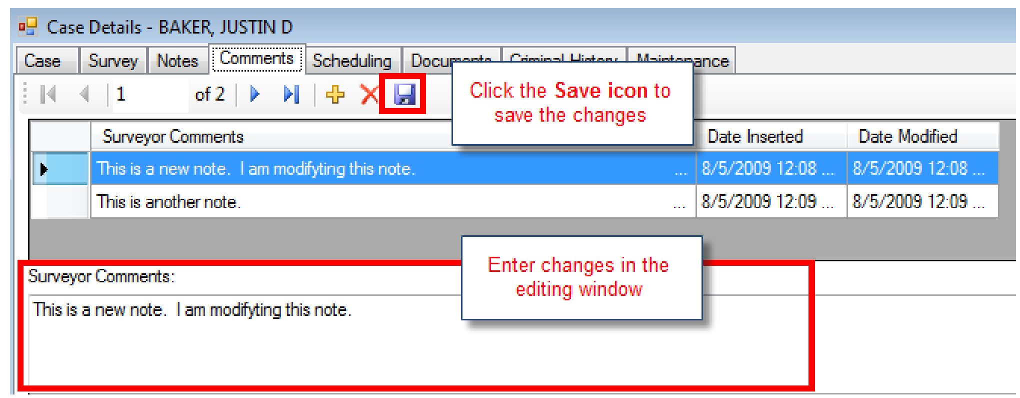


Figure 132

Case Details Scheduling Tab

The **Case Details Scheduling tab** is where the surveyor schedules the survey.

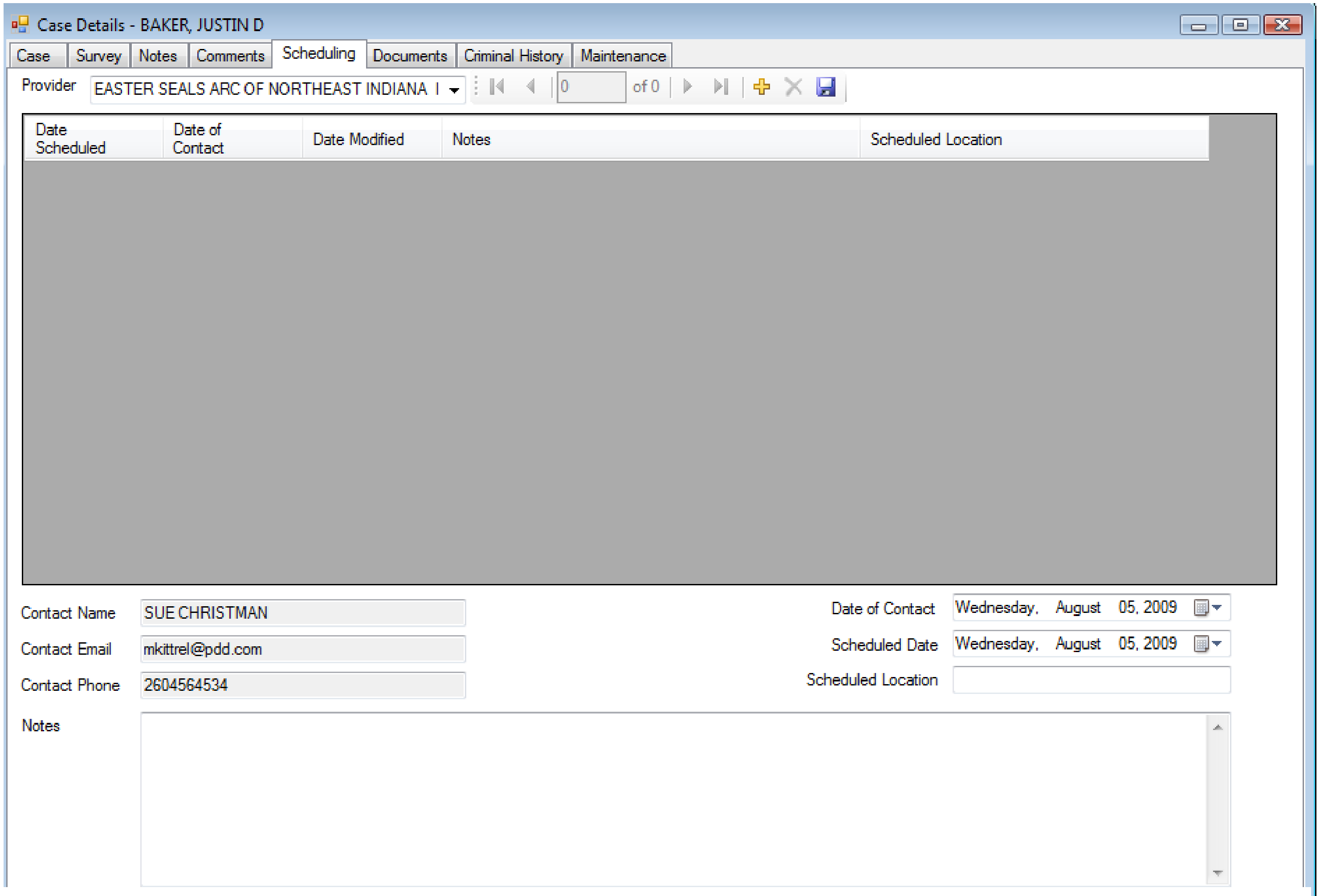


Figure 133 - The Case Details Scheduling Tab

To Schedule a survey:

1. Select the Provider from the **Provider Drop-down Menu** just below the Scheduling tab. ***(Figure 134)***

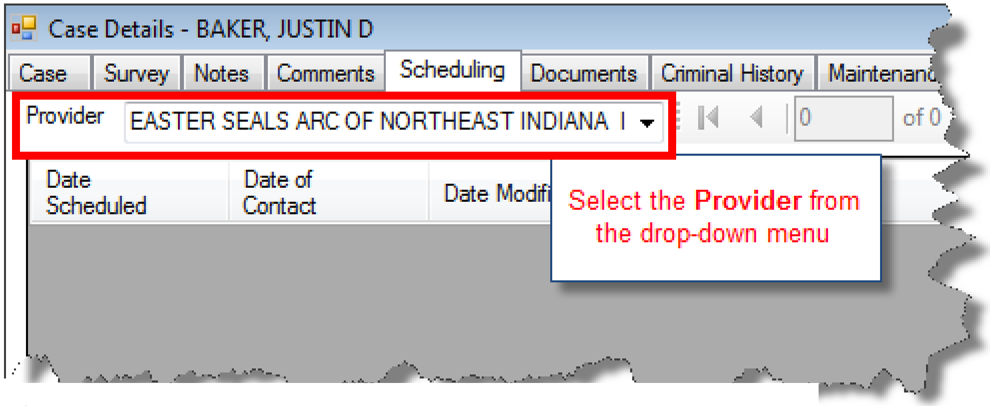


Figure 134

2. Enter the **Date of Contact**. Clicking the calendar icon to the right of the displayed date will open a calendar from which you can choose a date. ***(Figure 135)***.

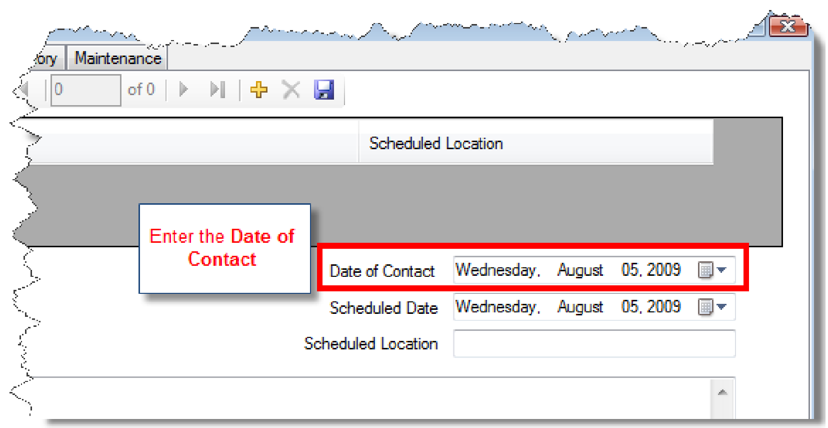


Figure 135

3. Enter the **Scheduled Date**. Clicking the calendar icon to the right of the displayed date will open a calendar from which you can choose a date. ***(Figure 136)***

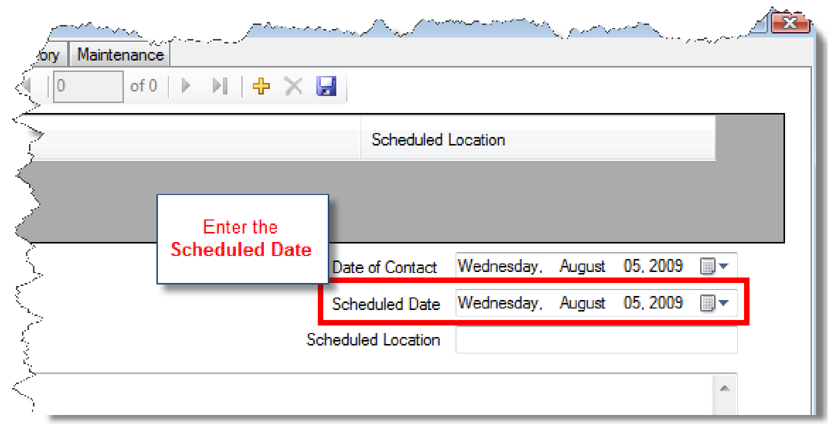


Figure 136 – Enter the Scheduled Date

4. Enter the **Scheduled Location** ***(Figure 137)***. Clicking the calendar icon to the right of the displayed date will open a calendar from which you can choose a date.

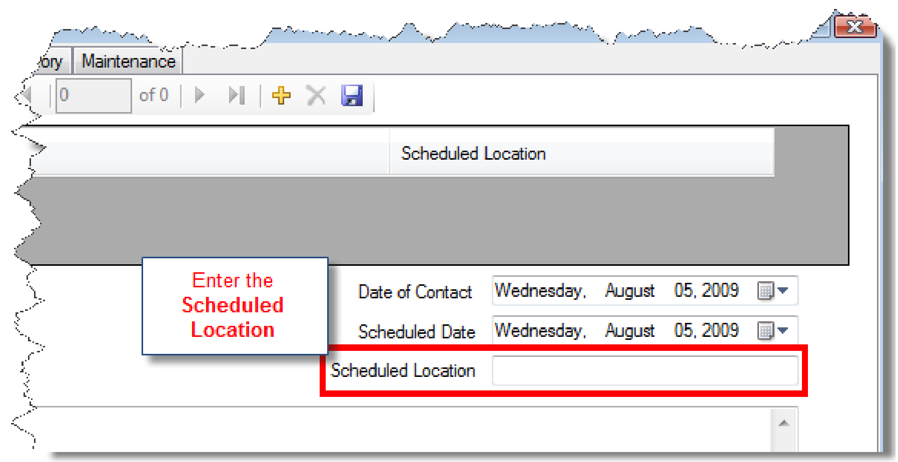


Figure 137 – Enter the Scheduled Location

5. Enter any relevant notes that need to be associated with the scheduling of the provider.

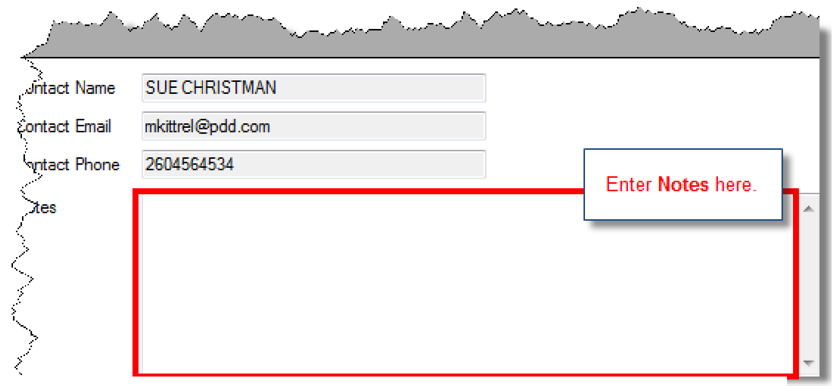


Figure 138 – Enter notes

6. Click the Save icon to set the time, date and location of the survey. ***(Figure 139)***

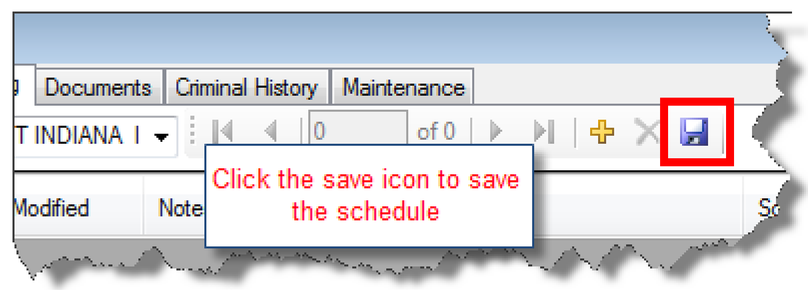


Figure 139 – Click the save icon

Case Details Documents Tab

The **Case Detail Documents tab** allows you to upload a variety of documents to CST and associate them with a case and a provider.

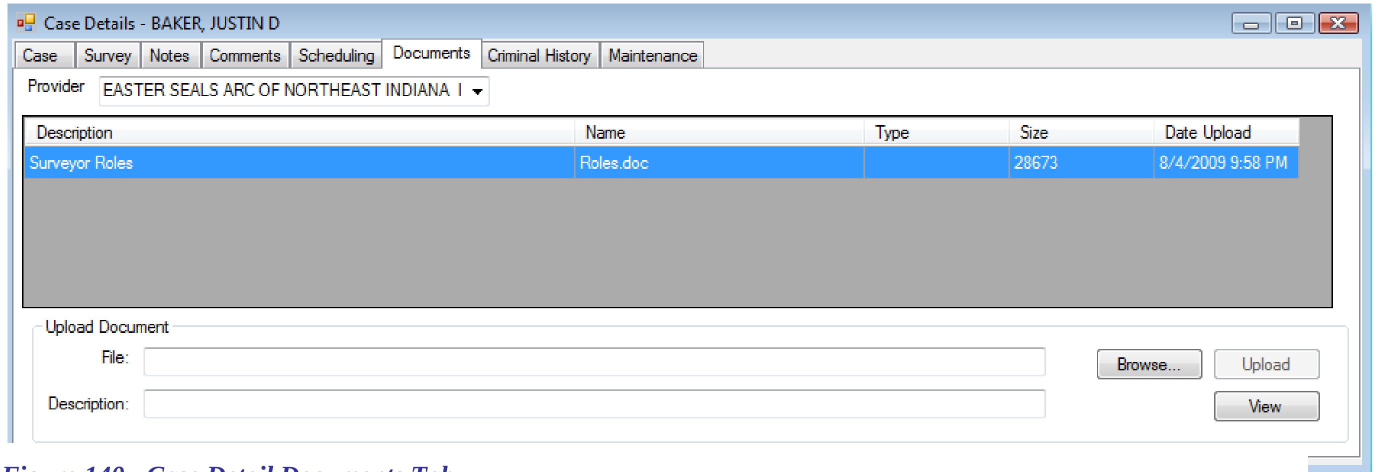


Figure 140 - Case Detail Documents Tab

To upload a document to CST, go to the **Upload Document section** of the screen.

1. Click the **Browse button** to view documents to which you have access on your computer or on a network. ***(Figure 141)***

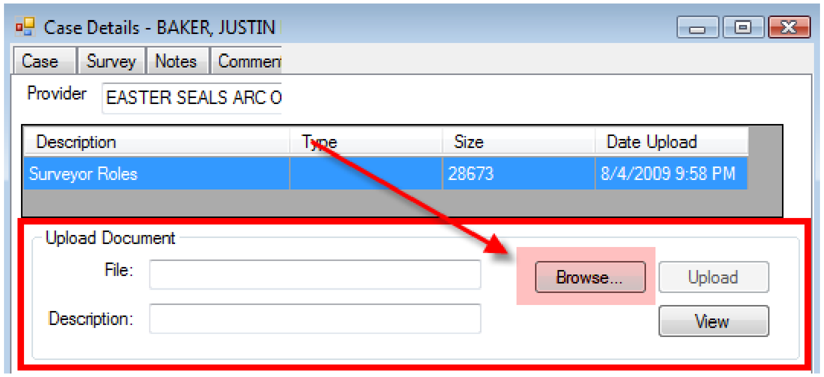


Figure 141

2. Select a file ***(Figure 142)***

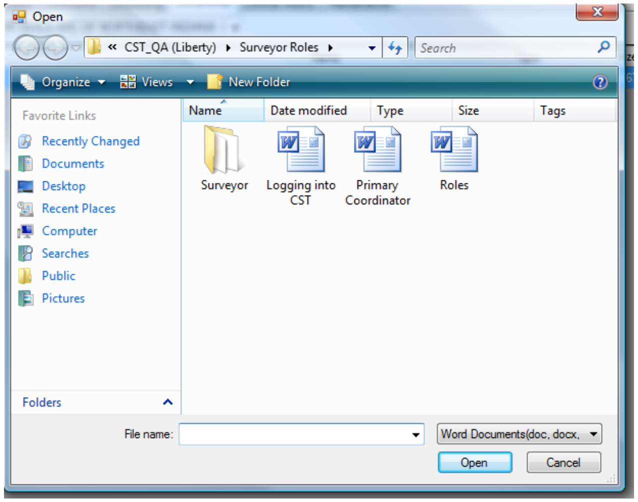


Figure 142

3. Select the document type that you want to upload from the document dropdown menu. ***(Figure 143)***.

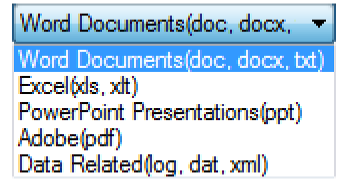
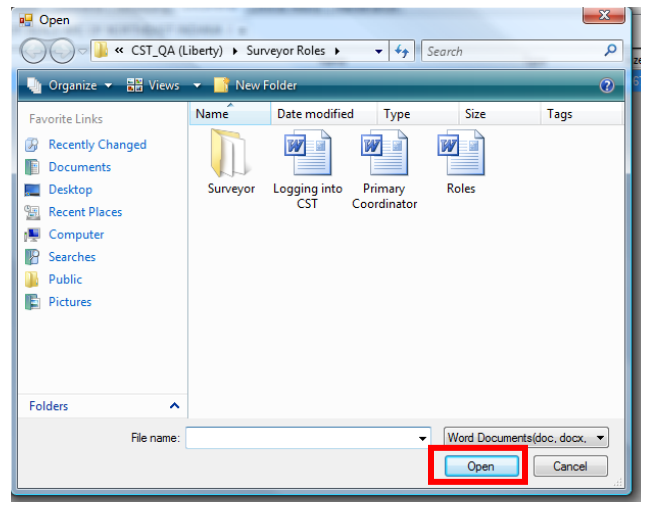


Figure 143

4. Click the **Open button**.

The types of files you may select include:

- Word Documents (doc, docx)
- Excel spreadsheets (xls., xlh)
- Power Point presentations (ppt.)
- Adobe files (PDF)
- Data Files (log., dat. xml)



5. The file and its location will appear in the **File field**.

6. Enter a description of the document in the **Description field**.

7. Click the **Upload button** to upload the document to CST.

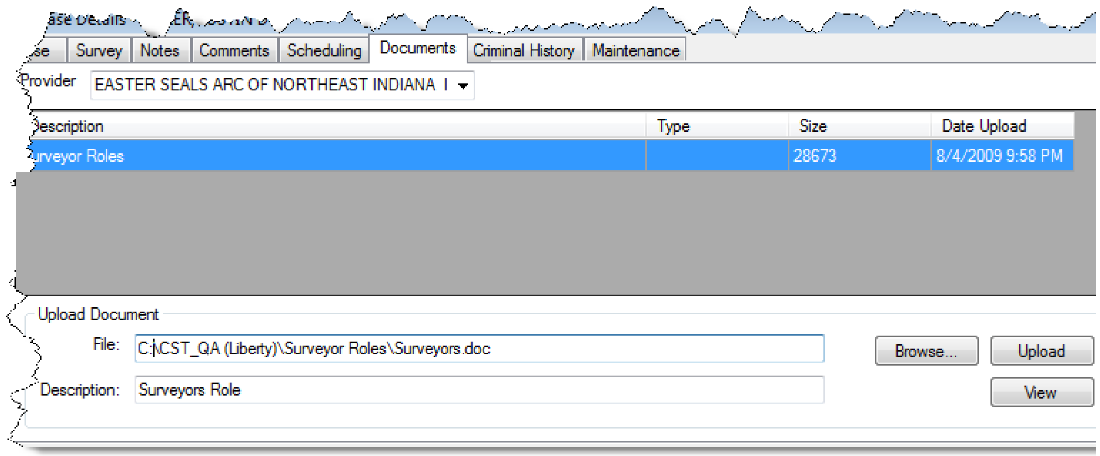


Figure 144

8. To view a document once it has been uploaded to CST click on the document in the list. Then click the View button.

Case Details Criminal History Tab

The **Criminal History tab** ***(Figure 145)*** allows the surveyor to add criminal history details to a provider's information.

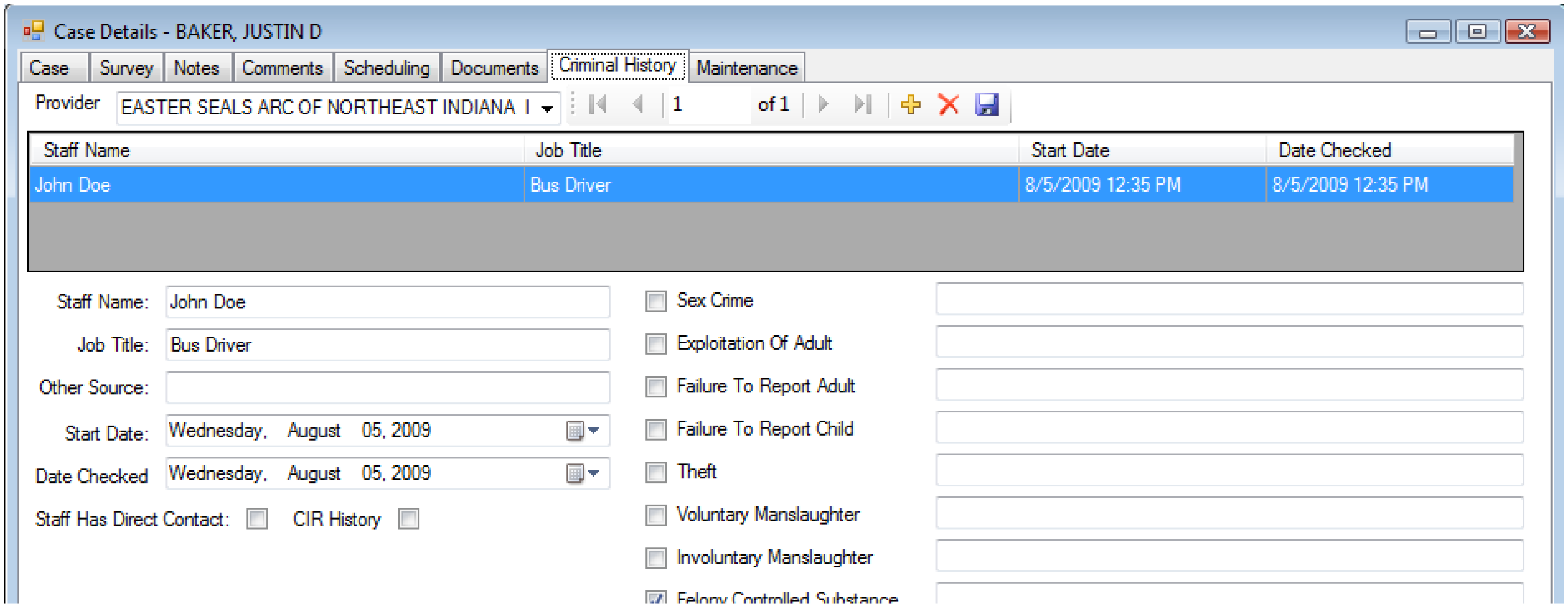


Figure 145 –Case Details Criminal History Tab

To add criminal history information:

1. Click the plus icon just below the **Criminal history tab**
2. Position the cursor in the Criminal history editing window and enter the criminal history details you wish to record.
3. When you’ve completed entering the criminal history details, click the **Save icon** just below the **Criminal history tab**.
4. The **Criminal History item** will appear in list in the upper portion of the screen with the staff member’s name, job title, start date (the date the criminal history item was entered and date checked (the date changes are made to the criminal history detail.

To modify criminal history information:

1. Click on a name in the list. The criminal history information related to the selection will appear in the editing window.
2. Enter changes in the editing window.
3. Click the **Add icon** to save the changes or additions to the staff member's information.
4. The modified criminal history will appear in the list o with the staff member's name, job title, start date (the date the criminal history item was originally entered and **Date Checked** (the date changes are made to the criminal history detail's upper portion of the screen with the comment's title, the date and time the comment was originally added and the time and date the comment was last modified.

Case Details Maintenance Tab

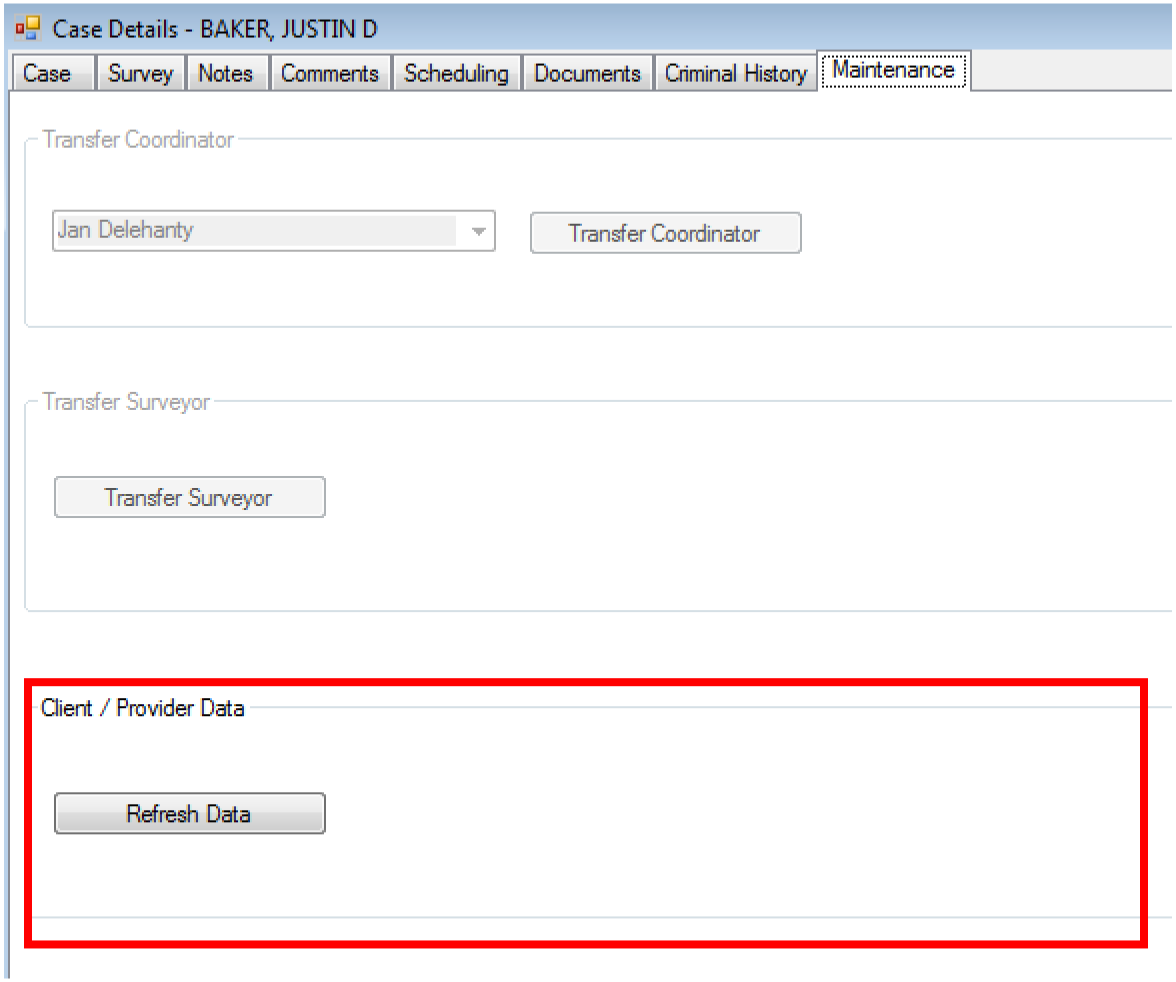


Figure 146 - Case Details Maintenance Tab

Refresh Client Data

Clicking the **Refresh Client Data** will open the **Client tab** of the **CSTClient/Provider Maintenance screen** and display the most recent Client information.
To exit the CST Client/Provider Maintenance screen and return to the **Case Details Action Tab** click the close icon in the upper right corner of the screen.

CST Status Matrix

	Role	CST Status	Workflow Action
1	*System Administrator*	*Unassigned*	*A random sample is run that creates cases for waiver clients*

	Role	CST Status	Workflow Action
2	*Primary Coordinator*	*Assigned*	*The Primary Coordinator assigns surveys to the Surveyor (or Coordinator). A case is composed of* • *The client* • *All the providers that service the client* • *One or multiple surveys* *The Surveyor (or Coordinator)* • *Views cases* • *Updates missing or incorrect provider and client contact information* • *Contacts contact providers to schedule a time and date to perform the survey* • *Contacts clients*

	Role	CST Status	Workflow Action
3	*Surveyor*	*Announcement*	***Once the preceding steps are completed, the Surveyor changes the Status to Announcement and sends the Announcement e-mail to:*** • ***Providers*** • ***Case Manager*** • ***Service Coordinator*** ***Each provider receives a separate e-mail with the announcement letter attached.*** ***The Announcement Letter includes the survey's date and time.*** ***Case Managers and Service Coordinators receive a carbon copy of the e-mail and announcement letter.*** ***The Surveyor (or Coordinator) performs the surveys.*** ***The Surveyor enters the findings into the CST Answer screen.***

	Role	CST Status	Workflow Action
4	***Surveyor***	***Findings Report Reviewed***	***When the Findings are completed, the Surveyor (or Coordinator) changes the status to <u>Findings Report Received</u>. The Surveyor sends an e-mail to the Surveyor Coordinator.*** ***The Surveyor (Coordinator) reviews the findings.***

During the review process it's possible that e-mails will need to be sent back and forth between the Surveyor and the Surveyor Coordinator until the Coordinator is satisfied with the quality of the findings.

A button will be provided on the <u>Case Notes Tab so that comments can be exchanged between Survey Coordinator and Surveyor and history can be kept.</u>

5	***Coordinator***	***Findings Report Approved***	***The Surveyor Coordinator approves the findings and changes the status to <u>Findings Report Approved.</u> The Surveyor Coordinator sends an email to the Surveyor (or Coordinator)***

	Role	CST Status	Workflow Action
6	*Surveyor*	*CAP is Needed*	*The Surveyor changes the status to CAP is Needed. Emails go to:* • *Provider* • *Case Manager* • *Service Coordinator* • *Guardian* • *QA Liaison* *Providers complete CAPs on the Provider Website.* • *The Provider logs onto the Provider Website with a username and password* • *The Provider looks up her case (or selects from a case)* • *The Provider completes the CAP* *The Case Manager reviews all CAPS and assists providers with submitting a CAP that addresses the Surveyor's findings.*

	Role	*CST Status*	*Workflow Action*
7	*System*	*CAP Reminder*	*If the CAP isn't submitted within 13 days of the CAP is Needed Status the System automatically sends a reminder e-mail to the Provider. This changes the status to <u>CAP Reminder</u>.*
8	*System*	*CAP Not Submitted*	*If the CAP isn't submitted within 16 days of the CAP is Needed Status, the System changes the status to <u>CAP Not Submitted</u> and automatically sends e-mails to:* • *Case Manager* • *Provider* • *Surveyor* • *Surveyor Coordinator* • *IPMG* • *Service Coordinator* • *Quality Manager*

	Role	CST Status	Workflow Action
9	***Provider Website*** ***Case Manager***	***CAP Submitted***	***The Case manager changes the status to <u>CAP Submitted</u> and an e-mail is sent to the Surveyor (Coordinator) from the Provider Website when the Provider submits the CAP.***
10	***Surveyor***	***CAP Reviewed***	***The Surveyor reviews the Provider's CAP and then sends an e-mail to the Surveyor Coordinator stating that the CAP has been reviewed. This changes the status to <u>CAP Reviewed</u>.***

During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the CAP Review. A button will be provided on the <u>Case Notes Tab so that comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</u>

11	***Surveyor Coordinator***	***Coordinator Approve CCAP***	***The Surveyor Coordinator reviews the CAP and if the Surveyor Coordinator agrees with the Surveyor, the Surveyor Coordinator e-mails the Surveyor (Coordinator). The Surveyor Coordinator changes the status to <u>Coordinator Approve CCAP</u>.***

	Role	CST Status	Workflow Action
12	*Surveyor*	*Select one* *CCAP Accepted*	*The Surveyor changes the status to CCAP Accepted. A verification plan is needed. An e-mail is sent to:* • *Case Manager* • *Provider* • *Surveyor* • *Surveyor Coordinator* • *IPMG* • *Service Coordinator* • *Quality Manager*
	Surveyor	*or* *CCAP Partially Accepted*	*The Surveyor determines that the CCAP has been partially accepted and that a verification plan is needed. The Surveyor changes the status to CCAP Partially Accepted. An e-mail is sent to:* • *Case Manager* • *Provider*

	Role	CST Status	Workflow Action
			• *Surveyor* • *Surveyor Coordinator* • *IPMG* • *Service Coordinator* • *Quality Manager* *The Provider Re-submits the CAP*
	Surveyor	*or* *CCAP Denied*	*The Survey changes the status to CCAP Denied. A verification plan is needed. An e-mail is sent to:* • *Case Manager* • *Provider* • *Surveyor* • *Surveyor Coordinator* • *IPMG* • *Service Coordinator*

	Role	CST Status	Workflow Action
			• *Quality Manager* *The Provider Re-submits the CCAP*
If the CCAP is <u>Partially Accepted</u> or <u>Denied</u>			
13	***Provider Website*** ***Case MANAGER***	***CCAP Re-Submitted***	***The Provider sends an Email from the Provider Website to the Surveyor (Coordinator). This changes the status to <u>CCAP Re-Submitted</u>.***
14	***Surveyor***	***CCAP Re-Reviewed***	***The Surveyor changes the status to <u>CCAP Re-Reviewed</u> and sends an e-mail the Coordinator***
	During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the CCAP. A button will be provided on the <u>Case Notes Tab so that comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</u>		
15	***Coordinator***	***CCAP Re-Approved***	***The Coordinator changes the status to <u>CCAP Re-Approved</u> and sends an email to the Surveyor (Coordinator).***

	Role	CST Status	Workflow Action
16	*Surveyor*	*Select one* *CCAP Accepted*	*The Surveyor (Coordinator) changes the status to CCAP Re-Accepted. A Verification plan is needed. The Surveyor sends an e-mail to:* • *Case Manager* • *Provider* • *Surveyor* • *Surveyor Coordinator* • *IPMG* • *Service Coordinator* • *Quality Manager*
	Surveyor	*or* *CCAP Partially Accepted*	*Surveyor changes the status to CCAP Partially Re-Accepted and sends an e-mail to BQIS Coordinator.*

	Role	CST Status	Workflow Action
17	***Surveyor***	***Verification Complete***	***The Surveyor schedules the verification and defines the type of verification needed. The Surveyor enters the information on the CST Scheduling tab.*** ***The Surveyor e-mails the Surveyor Coordinator that the Verification is complete. The Surveyor changes the Status to <u>Verification Complete</u>.***

During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the Verification findings. A button will be provided on the <u>Case Notes Tab so that comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</u>

18	***Coordinator***	***Verification Findings Approved***	***Surveyor Coordinator changes the status to <u>Verification Findings Approved</u> and emails the Surveyor that the Verification Findings are approved.***

Role	CST Status	Workflow Action
Surveyor	***Select one*** ***Verification Implemented***	***When the verification plan is implemented the Surveyor changes the status to Verification Implemented and sends an e-mail to:*** • ***Case Manager*** • ***Provider*** • ***Surveyor*** • ***Surveyor Coordinator*** • ***IPMG*** • ***Service Coordinator*** • ***Quality Manager***

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Role	CST Status	Workflow Action
Surveyor	***or*** ***Verification Partially Implemented***	***If the verification plan is partially implemented the Surveyor changes the status to <u>Verification Partially Implemented</u> and sends an e-mail to:*** • ***Case Manager*** • ***Provider*** • ***Surveyor*** • ***Surveyor Coordinator*** • ***IPMG*** • ***Service Coordinator*** • ***Quality Manager***

Role	*CST Status*	*Workflow Action*
Surveyor	***or*** ***Verification not Implemented***	***If the verification plan is not implemented the Surveyor changes the status to <u>Verification not Implemented</u> and sends an e-mail to:*** • ***Case Manager*** • ***Provider*** • ***Surveyor*** • ***Surveyor Coordinator*** • ***IPMG*** • ***Service Coordinator*** • ***Quality Manager***

Transition Monitoring

Level 1

Transition Monitoring occurs when a patient moves to a new location.

To build a case for a Transition the CST System Administrator runs "Create Specific Survey" and selects "Transition" from the type drop-down menu.

Current issues: ●Need a place to setup e-mail and contact information
●How do you assign a coordinator?

Step	*Role*	*Status*	*Workflow Action*
1	***State Service Coordinator***	***Transition Coming***	***The State Service Coordinator emails the Primary Coordinator and BQIS Coordinator***
2	***Primary Coordinator***	***Assigned***	***Primary Coordinator sends an e-mail to the Surveyor then assigns the Surveyor Coordinator assigning the case.***
3	***State Service Coordinator***	***Transition Has Occurred***	***State Service Coordinator sends an email to the Surveyor saying that the transition has occurred.***

Step	*Role*	*Status*	*Workflow Action*
4	***Surveyor***	***Auto-Create Status Scheduled***	***Surveyor schedules visit with Provider.***
5	***Surveyor***	***Findings Complete***	***Surveyor e-mails Surveyor Coordinator***

During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the Surveyor's findings. A button will be provided on the <u>Case Notes Tab so that comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</u>

6	***Surveyor Coordinator***	***Findings Approved***	***Surveyor Coordinator e-mails Surveyor.***
7	***Surveyor***	***Findings Report***	***Surveyor emails State Service Coordinator and Provider***